



Australian Government

Assessment Requirements for SIRXPDK002 Advise on food products and services

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- access and interpret information on four different food products or services
- respond to four different customer inquiries for food product or service information that individually or cumulatively require provision of information on all of the following:
 - features and benefits
 - price
 - nutritional value
 - label interpretation
 - handling and storage for perishable items
 - alternative products or services
 - complementary products or services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this:

- organisational policies and procedures for:
 - interactions with customers
 - product or service pricing
 - product service quality (from suppliers and to customers)
- basic key aspects of legislation that impact provision of information and sale of the food product or service range:
 - Australian Consumer Law
 - food safety legislation
- organisational food safety program as it relates to the provision of information and sale of food products
- interpersonal communication techniques:
 - active listening and questioning
 - communication methods which convey information clearly and concisely
- different types and forms of food products and their features
- different types of food services offered in a retail context, and their features

- product and service information for the food product and service range:
 - availability
 - characteristics and benefits, including basic nutritional information
 - origins
 - seasonality of fresh produce
 - shelf-life and use-by date
 - food product labelling and how to interpret
 - price
 - handling and storage requirements for perishable items
 - alternative products and services
 - complementary products and services.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated retail work environment.

Assessment must ensure access to:

- food stock or food services
- sources of product information
- documentation:
 - current plain English regulatory documents distributed by government regulators outlining basic aspects of legislation that impact provision of information and sale of the food
 - organisational policies and procedures
 - pricing information
- customer order forms
- customers; these can be:
 - customers in a retail industry workplace who interact with the individual during the assessment process
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

