



Australian Government

Assessment Requirements for SIRXPDK003 Advise on health and nutritional 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 health and nutritional products and services
- respond to four different customer inquiries for health and nutritional information that individually or cumulatively require provision of information on all of the following:
 - key features and benefits of health and nutritional product range
 - key features and benefits of health and nutrition services offered
 - product and service pricing
 - storage requirements and shelf life
 - complementary products or services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit organisational policies and procedures for:

- organisational policies and procedures for:
 - interactions with customers
 - product or service pricing
 - product service quality (from suppliers and to customers)
- basic key aspects of relevant industry codes of practice relevant to the sale of health and nutritional products and services :
 - advertising (Therapeutic Goods Administration)
 - stock procurement and stock dispensing
 - Complementary Healthcare Council of Australia (CHC) guidelines
- organisational health and nutritional product and service ranges:
 - benefits
 - use
 - key features.

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:

- a range of health and nutritional products and services
- sources of health and nutritional product and service information
- relevant documentation:
 - organisational policies and procedures relevant to provision of advice on health and nutritional products and services
 - pricing information
- 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>