



Australian Government

SIRXPDK003 Advise on health and nutritional products and services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers about health and nutritional products and services.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts that sell food products. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures. These individuals only provide product and service information and are not equipped to provide health care or nutritional advice.

No licensing, legislative or certificate requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Product Knowledge

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop product knowledge.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and access sources of information on organisational health, and nutritional products and services range.
- 1.2. Interpret information about availability and features of health and nutritional products and services.
- 1.3. Identify and use opportunities to update knowledge for the food product and service range.

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| 2. Recommend health and nutritional products. | 2.1. Use product knowledge to provide information to customers on available products and services.
2.2. Communicate product information and sources additional information as required.
2.3. Promote specials and new lines to customers according to organisational policies and procedures.
2.4. Recommend complementary products to clients to increase sales. |
| 3. Advise on health and nutritional services. | 3.1. Advise customers on health and nutritional services according to organisational policies and procedures.
3.2. Advise customers on store range of products, services and complementary therapy consultant services where applicable.
3.3. Question customers to determine their needs and suggest solutions available from service range. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Oral communication skills to:

- ask questions to identify and confirm requirement.

Numeracy skills to:

- interpret pricing information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SIRXPDK003 Advise on health and nutritional products and services

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.

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