



Australian Government

Assessment Requirements for SIRXSL003

Achieve sales results

Release: 1

Assessment Requirements for SIRXSL003 Achieve sales results

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:

- monitor sales performance against sales targets over a designated organisational sales period by:
 - reviewing sales targets and determining strategies for achievement
 - communicating sales targets to team members
 - responding to the following situations:
 - sales targets consistently not achieved
 - sales targets achieved
 - internal factors impacting on sales
 - external factors impacting on sales.

Knowledge Evidence

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

- organisational policies and procedures for:
 - customer service
 - sales process
- internal factors impacting on sales:
 - lack of resources
 - stock issues
 - team lacking sales skills
- external factors impacting on sales:
 - competitor activity
 - operating environmental impacts
- strategies for:
 - interpreting sales targets
 - achieving sales targets
 - corrective action for response to poor performance
- sales processes and how they are used to achieve sales targets
- required action to improve sales when the following problems occur:
 - operational issues

- lack of resources
- stock issues
- competitor activity.

Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures for sales process and customer service standards
 - sales targets
 - records of previous sales
- team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

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>