



**Australian Government**

# **SIRXTAD002 Develop the retail frontline**

**Release: 1**

# SIRXTAD002 Develop the retail frontline

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to assess and develop the skills level of frontline team members.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

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

## Pre-requisite Unit

Nil

## Competency Field

Training and Development

## Unit Sector

Cross-Sector

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Evaluate skills of team members.

2. Provide development opportunities.

### PERFORMANCE CRITERIA

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

1.1. Identify desired skill level based on organisational and industry standards.

1.2. Obtain feedback from others regarding current skill level of team and individual team members.

1.3. Observe team member capacity to complete required tasks.

1.4. Define gap between desired and current skill level of team and individuals.

2.1. Determine appropriate modes of training and training opportunities for addressing skill gaps.

2.2. Create development plan to address identified skills gaps in

- consultation with relevant team members.
- 2.3.Facilitate development opportunities for team and individual team members.
3. Review learning effectiveness.
- 3.1.Obtain feedback from team members on learning outcomes and effectiveness of training.
- 3.2.Observe developed skills in order to measure improved productivity.
- 3.3.Facilitate sharing of individual acquired skills with the team.

## 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                                                                                                                                                       |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:  | <ul style="list-style-type: none"><li>interpret information from organisational and industry skills standards to inform development planning.</li></ul>           |
| Learning skills to: | <ul style="list-style-type: none"><li>investigate strategies to develop team members' skill levels.</li></ul>                                                     |
| Teamwork skills to: | <ul style="list-style-type: none"><li>identify, evaluate, select and offer development opportunities suitable to a variety of personal learning styles.</li></ul> |

## 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 SIRXTAD002 Develop the retail frontline

## 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:

- compare current skill level, against organisational performance standards, to identify and confirm the training requirements of:
  - one team member
  - one team
- for the above training requirements create a development plan that covers:
  - training objectives
  - an action plan
  - modes of training and training delivery
- review development of team members to evaluate effectiveness of the above training
- communicate developments with team members.

## Knowledge Evidence

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

- sources of information on industry and organisational skills requirements:
  - position descriptions
  - organisational procedures relevant to job role
  - industry standards and codes of practice relevant to job role
- techniques for:
  - analysing performance and training needs
  - seeking and obtaining feedback on training needs
  - completing a competency gap analysis
  - creating a development plan
- key components of a development plan:
  - training objectives
  - an action plan
- modes of training:
  - direct feedback
  - on-the-training

- coaching
- formal training
- group sessions
- individual sessions
- development opportunities:
  - formal learning events
  - incidental learning
  - coaching
  - mentoring
  - networking
  - job rotation
  - action learning projects.

## 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 for:
  - industry and organisational skills requirements:
    - position descriptions
    - organisational procedures relevant to job role
    - industry standards and codes of practice relevant to job role
- team members in need of development; 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.

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