



Australian Government

Department of Education, Employment and Workplace Relations

SIRWIND001A Confirm wholesale business practices

Revision Number: 1

SIRWIND001A Confirm wholesale business practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify and maintain relationships with customers and to operate within the wholesale workplace.
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Application of the Unit

Application of the unit	This unit is an overall introduction to the wholesale industry and specific workplace activities completed within a supply chain. It involves identifying and describing the structure of the wholesale industry and workplace, organising personal work plans and presentation according to business policy and procedures, and understanding relevant legislation and workplace awards and agreements.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA																
1 Outline the structure and scope of the wholesale industry.	<table><tr><td>1.1</td><td>Identify key roles and activities within the wholesale industry.</td></tr><tr><td>1.2</td><td>Confirm structure and key focus of sectors within the wholesale industry.</td></tr><tr><td>1.3</td><td>Determine responsibilities of employers in relation to new employees in the industry.</td></tr><tr><td>1.4</td><td>Determine responsibilities of new employees within the industry.</td></tr><tr><td>1.5</td><td>Determine role and importance of <i>service</i> within the wholesale industry.</td></tr><tr><td>1.6</td><td>Identify nature and types of career pathways within the wholesale and related business operations.</td></tr><tr><td>1.7</td><td>Determine key wholesale industry bodies.</td></tr><tr><td>1.8</td><td>Compare and contrast features of a specific workplace context with other workplaces within the wholesale industry.</td></tr></table>	1.1	Identify key roles and activities within the wholesale industry.	1.2	Confirm structure and key focus of sectors within the wholesale industry.	1.3	Determine responsibilities of employers in relation to new employees in the industry.	1.4	Determine responsibilities of new employees within the industry.	1.5	Determine role and importance of <i>service</i> within the wholesale industry.	1.6	Identify nature and types of career pathways within the wholesale and related business operations.	1.7	Determine key wholesale industry bodies.	1.8	Compare and contrast features of a specific workplace context with other workplaces within the wholesale industry.
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ELEMENT	PERFORMANCE CRITERIA
	1.9 Define and use common industry terminology.
2 Follow workplace practices.	2.1 Identify and explain communication and reporting chain within a workplace.
	2.2 Identify relevant awards and agreements and interpret them accurately.
	2.3 Confirm business employment policy and procedures.
	2.4 Identify work schedule and rosters.
	2.5 Complete work schedule and rosters to business requirements.
	2.6 Organise tasks and routines to meet workplace duties.
	2.7 Maintain personal dress and presentation according to business policy and procedures.
	2.8 Maintain personal hygiene according to business policy and legislation.
	2.9 Display non-discriminatory attitudes when interacting with customers and staff and management .
	2.10 Use non-discriminatory language.
3 Identify customers within the business supply chain.	3.1 Confirm types of business products and services.
	3.2 Determine position of business in supply chain .
	3.3 Determine nature of supply chain from product or service origin to consumer use.
	3.4 Determine customers internal to the business and the supply chain and external customers.
	3.5 Create effective service environment through verbal and non-verbal communication according to business policy.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills in regard to the comprehension of workplace documents
- numeracy skills in regard to:
 - addition and subtraction
 - multiplication and division
 - percentages
 - calculating cash amounts
 - performing credit checks
 - calculating ordering amounts
 - estimating storage space
 - time management
- working as part of a team
- application of relevant policy and procedures in a workplace
- organisation of personal task completion.

The following knowledge must be assessed as part of this unit:

- supply chain for business and the roles of different players at every stage within the supply chain.
- industry terminology
- business organisational structure
- rights and responsibilities of employers and employees in wholesale workplace
- forms of work in wholesale industry
- major changes affecting wholesale workplaces
- basic operational requirements, including those affecting products and services
- legislation and statutory requirements, such as:
 - equal opportunity legislation
 - anti-discrimination legislation
 - industry awards and agreements
- business policy and procedures in regard to:
 - external and internal customer contact
 - hygiene and self-presentation
 - verbal and non-verbal presentation
 - codes of conduct

REQUIRED SKILLS AND KNOWLEDGE

- allocated duties and responsibilities
- collecting, organising and processing information
- OHS aspects within the industry.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- defines and explains distinguishing features of:
 - the wholesale industry
 - sectors within the industry
 - characteristics of a specific workplace
 - customers serviced by a wholesale business operation
- plans and documents a personal career pathway
- knows employee's own rights and responsibilities in regard to awards and agreements
- accesses, comprehends and processes information accurately according to business policy and procedures
- participates actively and positively within a workplace team
- identifies and discusses customers by type and requirements
- plans personal work routines and uses time effectively
- uses correct industry terminology.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
 - business or sample policy and procedures
 - business or sample job descriptions and organisational charts
 - relevant awards or agreements
 - legislation on equal opportunity, equal employment opportunity (EEO) and anti-discrimination
 - business or sample policies on OHS
- information on:
 - business operations
 - products and services
 - supply chains.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a simulated role play
- third-party reports from a supervisor
- customer feedback
- review of portfolio of evidence
- written or verbal questioning to assess knowledge and understanding.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXCOM001A Communicate in the workplace
- SIRXOHS001A Apply safe working practices
- SIRXCLM001A Organise and maintain work areas
- SIRXIND001A Work effectively in a retail environment.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Service may involve:

- interacting with customers
- interacting with supervisors and other staff members
- handling telephone enquiries
- organising and maintaining work areas
- maintaining merchandise and displays
- preparing goods for delivery
- assisting other team members
- working within required timelines.

Tasks and routines may be:

- regular
- rostered
- recurring
- irregular.

RANGE STATEMENT

Customers may include:

- external and internal contacts
- new or repeat contacts
- business or direct customers
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Staff and management may:

- come from a range of social, cultural and ethnic backgrounds
- have varying degrees of language and literacy levels.

Unit Sector(s)

Sector

Wholesale

Competency field

Competency field

Working in Industry