



Australian Government

Department of Education, Employment and Workplace Relations

SIRWINV002A Administer supply into a business

Revision Number: 1

SIRWINV002A Administer supply into a business

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain supplier relationships and administer the supply of goods and services into a wholesale business.
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Application of the Unit

Application of the unit	This unit encompasses the administration of purchasing and supply of products and services into a wholesale business while maintaining ethical and professional relationships with suppliers, and working within the required legal, legislative and business supply requirements.
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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

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|--|--|
| 1 Maintain effective supplier relationships. | 1.1 Identify associations with <i>suppliers</i> external to the business.
1.2 Identify <i>supplier relationships</i> internal to the business.
1.3 Confirm <i>measures and determinants</i> of effective supplier relationships.
1.4 Determine barriers to maintaining effective supplier relationships. |
| 2 Deal ethically with suppliers. | 2.1 Ensure dealings with suppliers conform to <i>relevant legal, legislative and business practices</i> and requirements.
2.2 Confirm principles and practices underpinning ethical conduct with regard to suppliers. |
| 3 Resolve supplier enquiries. | 3.1 Provide <i>routine information</i> to suppliers.
3.2 Determine nature of supplier enquiries. |

ELEMENT**PERFORMANCE CRITERIA**

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|------|--|
| 3.3 | Resolve supplier enquiries or pass onto <i>relevant personnel</i> for resolution. |
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| 4 | Confirm legal, legislative and business supply requirements. |
| 4.1 | Detail systems concerning how supplier products or services must comply with <i>relevant standards</i> ; risk management; capacity of area receiving to handle, store, process, manage and or display products and services; and <i>business policy and procedures</i> . |
| 4.2 | Check product labelling to ensure compliance with legislation. |

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:

- safe use of available business technology
- application of standards applicable to receiving goods
- interpersonal communication skills to:
 - conduct interface with suppliers and workplace team in a facilitative manner through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- planning and prioritising work schedule
- literacy and numeracy skills in regard to:
 - reading and understanding a range of workplace documents
 - maintaining records
 - maintaining stock ordering and recording systems
 - checking product labelling to ensure compliance
- routine problem-solving skills.

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

- internal organisation and referral mechanisms
- relationship arrangements and communication processes with suppliers
- customer service measurement options
- legal, administrative and business supply requirements
- potential barriers to supplier relationships
- understanding associations with internal suppliers
- understanding of ethical conduct in relation to suppliers
- OHS aspects of job.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

EVIDENCE GUIDE

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:

- uses business technology to communicate with suppliers according to business policy and procedures
- identifies, describes and consistently applies the principles and practices underpinning ethical conduct with regard to communication and relationships with suppliers
- maintains associations with suppliers over time and across a range of customer relationships to promote positive business outcomes
- responds to supplier enquiries in an accurate and timely manner within the scope of job role and responsibilities, and refers enquiries to other relevant personnel as required
- processes receivables using agreed business procedures and technology, and according to relevant legislative requirements.

Context of and specific resources for assessment

Assessment must ensure access to:

- a wholesale work environment
- relevant documentation, such as:
 - policy and procedures manuals
 - supplier information
 - legislation and statutory requirements
 - industry codes of practice
- a stock control system
- relevant business technology.

EVIDENCE GUIDE

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
- third-party reports from a supervisor
- 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.

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.

Suppliers may be:

- commercial companies
- public agencies or organisations
- governments
- community and not-for-profit organisations
- internal
- external.

RANGE STATEMENT

Supplier relationships may be influenced by:

- due diligence requirements
- value for money
- risk sharing
- market position
- planning cycles and the time of the year
- cost and price analysis
- terms and conditions agreed
- intellectual property and technology rights
- value management
- continuous improvement
- supply chain management
- infrastructural and capital outlay requirements
- organisational systems integration and compatibility.

Measures and determinants may include:

- customer satisfaction
- communication
- time management
- value for money
- loss prevention
- inventory control.

RANGE STATEMENT

Relevant legal, legislative and business practices may include:

- policy and protocols
- work procedures
- quality assurance systems, procedures and policies
- awards, workplace agreements and other industrial arrangements
- supplier or customer instructions
- OHS
- industry codes of practice
- product labelling
- licence, patent or copyright arrangements
- environmental protection legislation
- equal employment opportunity (EEO) and anti-discrimination law
- emergency procedures
- transport, storage and handling of goods
- GST
- Australian Competition and Consumer Commission provisions
- Trade Practices and Fair Trading Acts.

Routine information may relate to:

- delivery of products
- provision of services
- quality
- quantity
- time schedules
- purchase orders
- maintenance and support agreements
- leasing agreements and consultancies
- stock and supply agreements.

Relevant personnel may include:

- frontline staff
- area and store manager
- supervisor
- team leader
- specialist staff.

RANGE STATEMENT

Relevant standards may include:

- Australian standards
- international standards
- industry standards
- manufacturing quality and control
- handling, transport and storage of goods
- labelling of goods.

Business policy and procedures may relate to:

- acquisition and sale of products and services
- internal management structure and communication relationships
- inventory control
- receipt, handling and storage of goods
- relationships and communication with suppliers.

Unit Sector(s)

Sector Wholesale

Competency field

Competency field Inventory