



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRWINV301 Administer supply to a business**

**Release: 1**

## SIRWINV301 Administer supply to a business

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

| Release       | Comments                                                                                           |
|---------------|----------------------------------------------------------------------------------------------------|
| First Release | This is a revised unit, based on and equivalent to SIRWINV002A Administer supply in to a business. |

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain supplier relationships and administer the supply of goods and services to a business, while maintaining ethical and professional relationships with suppliers, and working within the required legal, legislative and business supply requirements.

### Application of the Unit

This unit applies to sales staff with a responsibility for ensuring the supply of merchandise to a business.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Pre-Requisites

Nil

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Maintain effective supplier relationships.                   | 1.1. Identify associations with <b><i>suppliers</i></b> external to the business.<br>1.2. Identify <b><i>supplier relationships</i></b> internal to the business.<br>1.3. Confirm <b><i>measures and determinants</i></b> of effective supplier relationships.<br>1.4. Determine barriers to maintaining effective supplier relationships.<br>1.5. Implement strategies to improve supply chain management as required. |
| 2. Deal ethically with suppliers.                               | 2.1. Ensure dealings with suppliers conform to <b><i>relevant legal, legislative and business practices</i></b> and requirements.<br>2.2. Confirm principles and practices underpinning ethical conduct with regard to suppliers.                                                                                                                                                                                       |
| 3. Resolve supplier enquiries.                                  | 3.1. Provide <b><i>routine information</i></b> to suppliers.<br>3.2. Determine nature of supplier enquiries.<br>3.3. Resolve supplier enquiries or pass on to <b><i>relevant personnel</i></b> for resolution.                                                                                                                                                                                                          |
| 4. Confirm legal, legislative and business supply requirements. | 4.1. Detail systems concerning how supplier products or services must comply with <b><i>relevant standards</i></b> and <b><i>business policy and procedures</i></b> .<br>4.2. Check product labelling to ensure compliance with legislation.                                                                                                                                                                            |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication and interpersonal skills to:
  - ask questions to identify and confirm requirements
  - conduct interface with suppliers and workplace team in a facilitative manner through clear and direct communication
  - use and interpret non-verbal communication
  - use language and concepts appropriate to cultural differences
- literacy and numeracy skills to:
  - check product labelling to ensure compliance
  - read a range of workplace documents
  - maintain records
  - maintain stock ordering and recording systems
- planning and organising skills to plan and prioritise work schedule
- routine problem-solving skills to resolve supplier enquiries
- self-management skills to apply standards applicable to receiving goods
- technology skills to use available business technology

### Required knowledge

- customer service measurement options
- legal, administrative and business supply requirements
- relevant legislation, statutory requirements relating to the retail industry, including work health and safety (WHS) aspects of job
- potential barriers to supplier relationships
- relationship arrangements and communication processes with suppliers
- associations with internal suppliers
- ethical conduct in relation to suppliers

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the 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 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 business-to-business sales 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.

### **Method 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.

### **Guidance information for assessment**

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

## 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

***Suppliers*** may be:

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

***Supplier relationships*** may be influenced by:

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

***Measures and determinants*** may include:

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

***Relevant legal, legislative and business practices*** may include:

- Australian Competition and Consumer Commission provisions
- awards, workplace agreements and other industrial arrangements
- emergency procedures
- environmental protection legislation
- equal employment opportunity (EEO) and anti-discrimination law
- GST
- industry codes of practice
- licence, patent or copyright arrangements

- WHS
  - policy and protocols
  - product labelling
  - quality assurance systems, procedures and policies
  - supplier or customer instructions
  - Australian consumer law and fair trading Acts
  - transport, storage and handling of goods
  - work procedures.
- Routine information*** may relate to:
- delivery of products
  - leasing agreements and consultancies
  - maintenance and support agreements
  - provision of services
  - purchase orders
  - quality
  - quantity
  - stock and supply agreements
  - time schedules.
- Relevant personnel*** may include:
- area and store manager
  - frontline staff
  - specialist staff
  - supervisor
  - team leader.
- Relevant standards*** may include:
- Australian standards
  - handling, transport and storage of goods
  - industry standards
  - international standards
  - labelling of goods
  - manufacturing quality and control.
- Business policy and procedures*** may relate to:
- acquisition and sale of products and services
  - capacity of receiving area to handle, store, process, manage and display products and services
  - internal management structure and communication relationships
  - inventory control
  - receipt, handling and storage of goods
  - relationships and communication with suppliers
  - risk management.

## **Unit Sector(s)**

Wholesale

## **Competency Field**

Inventory