



Australian Government

Department of Education, Employment and Workplace Relations

SIRXICT303 Operate retail information technology systems

Release: 1

SIRXICT303 Operate retail information technology systems

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 SIRXICT003A Operate retail information technology systems.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate information technology systems, resolve system faults, perform point-of-sale system transactions, and safely and securely store electronic information according to store policy and procedures and relevant legislation. It involves understanding the operation of hardware and software in use, editing and updating information, and solving problems in relation to hardware and software.

Application of the Unit

This unit applies to managerial or supervisory staff with a responsibility to operate store information technology systems in a retail environment.

Licensing/Regulatory Information

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.

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|---|---|
| <p>1. Use store information technology system.</p> | <p>1.1. Demonstrate operation of store <i>information technology system</i> to <i>staff members</i> according to <i>store policy and procedures</i>, as required.</p> <p>1.2. Identify and operate <i>hardware</i> and <i>software</i> according to manufacturer instructions and store policy and procedures.</p> <p>1.3. Interpret the <i>application and uses</i> of information technology systems available.</p> <p>1.4. Transmit data according to electronic data interchange (EDI) procedures as required.</p> <p>1.5. Use keyboard skills to enter <i>information</i> accurately and as required by store policy.</p> <p>1.6. Regularly perform <i>back-up procedures</i> according to store policy.</p> |
| <p>2. Edit and update information.</p> | <p>2.1. Identify information to be edited and updated according to store procedures.</p> <p>2.2. Edit and update information on system according to store policy and procedures.</p> <p>2.3. Identify and enter price changes into store system as required.</p> <p>2.4. Ensure shelf data price and computer records match according to store policy.</p> |
| <p>3. Solve information technology system problems.</p> | <p>3.1. Identify equipment, hardware and software <i>faults</i> and rectify where possible or seek expert assistance without delay.</p> <p>3.2. Monitor and implement maintenance program for hardware and software systems according to manufacturer specifications and store procedures.</p> <p>3.3. Handle routine problems using appropriate <i>problem-solving techniques</i> and refer to <i>relevant personnel</i> as required.</p> <p>3.4. Evaluate and resolve problems arising at point of sale according to store procedures and <i>relevant legislation</i>.</p> <p>3.5. Provide assistance positively and actively to staff as problems arise.</p> |

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
 - convey knowledge of store technology system to other staff members
 - provide assistance to staff through clear and direct communication
 - refer problems to appropriate personnel
 - share information
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
- literacy and numeracy skills to process and record information
- technology skills to:
 - apply and use hardware and software
 - use store technology information systems

Required knowledge

- manufacturer specifications in regard to operation of hardware and software
- problem-solving techniques
- relevant industry codes of practice
- relevant legislation and statutory requirements, including:
 - consumer law
 - credit procedures
- software licensing specifications
- store policy and procedures in regard to use and operation of store information technology systems, including:
 - efficient and sustainable use of resources
 - work health and safety (WHS) and ergonomic requirements
 - operation of equipment
 - solutions to problems and breakdowns
 - use and maintenance of hardware and software systems
- store products and services range, including pricing structure

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:

- applies store policy and procedures in regard to information technology systems, including:
 - resolving system faults
 - using and applying store credit and EFTPOS
 - reviewing and entering information on store system
- follows requirements of relevant legislation and statutory requirements, including Australian consumer law and credit procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated retail work environment
- hardware and software instruction manuals
- information technology system
- relevant documentation, such as:
 - store or sample policy and procedures on management of information technology systems
 - legislation and statutory requirements
 - WHS requirements
 - industry codes of practice.

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
- role play
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

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.

- Information technology system*** used may be:
- centrally based
 - store-based
 - networked.
- Staff members*** may be:
- full-time, part-time or casual
 - under contract
 - people with varying degrees of language and literacy
 - people from a range of cultural, social and ethnic backgrounds
 - people with a range of responsibilities and job descriptions.
- Store policy and procedures*** in regard to:
- efficient and sustainable use of resources
 - information technology systems
 - WHS
 - processing sales orders.
- Hardware*** may include:
- bar coding
 - hand-held pricing equipment
 - personal computers or terminals (stand-alone or networked)
 - point-of-sale terminals
 - scanning equipment.
- Software*** may include:
- databases
 - EDI
 - financial
 - spreadsheets
 - word processing.
- Application and uses*** may include:
- arrangement of credit for customer via a third party
 - credit checks for granting of credit or loans
 - customer records
 - electronic cataloguing
 - financial management
 - individual, department or item sales performance analysis
 - inventory control
 - point-of-sale operations, including:
 - credit cards
 - EFTPOS
 - loyalty cards

- online sales
 - smart cards
 - pricing and price changes
 - staff payroll, from staff log-in and log-out information
 - staff rosters
 - stock transfers and delivery
 - use of internet facilities
 - use of multimedia.
- Information** may include:
- customer details or records, including:
 - names
 - contact details
 - consumer information or profiles
 - orders
 - price changes
 - staffing information
 - stock records
 - stock transfers.
- Back-up procedures** may include:
- CD
 - digital tape
 - DVD
 - external hard drive
 - off-site data storage
 - zip disc.
- Faults** may include:
- hardware faults or breakdowns
 - point-of-sale functionality problems, such as:
 - cheque clearances
 - credit facilities
 - EFTPOS
 - pricing variations
 - software functionality problems
 - staff error or lack of training.
- Problem-solving techniques** may include:
- following routine procedures or manufacturer recommendations
 - lateral thinking
 - referral to:
 - operator
 - manager
 - specialist.
- Relevant personnel** may include:
- manager
 - supervisor
 - team leader

Relevant legislation
may include:

- technical specialist.
- consumer law
- credit procedures
- WHS.

Unit Sector(s)

Cross-Sector

Competency Field

Computer Operations and ICT Management