



Australian Government

Department of Education, Employment and Workplace Relations

SIRXPRO008A Access product and service performance data

Revision Number: 1

SIRXPRO008A Access product and service performance data

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify and apply strategies to effectively monitor and compare the performance of wholesale products and services against targets set out in sales, marketing or business plans.
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Application of the Unit

Application of the unit	This unit involves the use of business technology and systems to check the trade history of a range of business products and services, compare and confirm product or service performance, and prepare information for reports on product or service performance according to business policy and procedures.
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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 Check trade history of products and services. | 1.1 Access trade and supply data on specific products and services using business technology and systems.
1.2 Access <i>data</i> on past, current and forecasted trend figures using <i>business technology and systems</i> .
1.3 Review distribution accounts and prices. |
| 2 Compare performance of products and services. | 2.1 Interrogate existing business systems to compare product <i>or service performance</i> .
2.2 Check trends in sales activities.
2.3 Check information on factors that influence sales results.
2.4 Determine alterations to wholesale stock, pricing and competitors' prices.
2.5 Complete range checks for relevant product or services across brands, categories, and merchandise classifications. |

ELEMENT**PERFORMANCE CRITERIA**

- 2.6 Determine availability of stock on hand to meet demand.
- 3 Confirm performance of specific products and services.
- 3.1 Complete checks of ***competitor activity*** within product or service range.
- 3.2 Examine impact of alterations in stock pricing and performance against current supply and distribution patterns.
- 3.3 Prepare information for reports on product or service performance using ***business technology and systems***.
- 3.4 Confirm product or service performance according to business policy and procedures.

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:

- verbal and non-verbal interpersonal communication
- literacy and numeracy skills in regard to:
 - reading and understanding a range of workplace documentation
 - accessing and interpreting product and service performance information
 - preparing information for reports
 - justifying pricing alterations
 - matching stock availability and demand
- time management
- collecting and organising information
- analysing and evaluating information
- using business technology and systems to:
 - access data on past, current and forecasted figures
 - review distribution accounts and prices
 - access data on performance comparisons or sales trends.

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

- factors that influence sales
- types of data
- data processing requirements
- storage and security of data and hardware or records systems
- electronic and manual systems used by the industry
- completing routine comparative checks
- checking and reporting performance
- product and service types.

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:

- performs accurate product and service performance evaluations across a range of scenarios over time and reports on findings according to business policy and procedures
- utilises business technology and systems to perform accurate data processing and access correct, up-to-date information according to data and systems security requirements
- completes routine trade history checks for a range of customers, across a range of services and products to confirm product or service performance.

Context of and specific resources for assessment

Required resources include:

- a sales-oriented work environment
- relevant sources of product and service information
- relevant documentation, such as:
 - policy and procedures manuals
 - sales reports
 - marketing guidelines
- a range of products and services
- relevant business technology and systems
- a market.

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.

Data may be:

- public
- secure
- electronic
- hard copy
- verbal
- internal or external
- annual reports

RANGE STATEMENT

- statistical reports.

Business technology and systems may include:

- portable data entry
- personal computers or terminals (stand-alone or networked)
- printers
- scanners
- numerical keyboard equipment, including calculators
- software, including:
 - word processing
 - databases
 - spreadsheets
 - financial
 - inventory
- electronic data interchange (EDI)
- point-of-sale terminals
- information management systems
- sales and distribution systems.

Information on ***product or service performance*** may include:

- purchase requests and orders
- tender submissions and proposals
- invoices and payment requests
- statements and petty cash vouchers
- offer and contract documents
- evaluation documentation
- records of supplier performance
- financial statements
- records of conversation.

RANGE STATEMENT

Competitor activity information may be collected by:

- database or internet searches
- modelling
- telephone
- facsimile
- mail
- face-to-face meetings.

Business policy and procedures may relate to:

- supply and distribution of products and services
- operating and maintaining business technology
- reporting mechanisms
- approval processes
- use and maintenance of customer and sales data
- data security and privacy
- evaluation of product and service performance.

Unit Sector(s)

Sector

Cross-sector

Competency field

Competency field

Product Management