



**Australian Government**

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

# **SIRXRPK001A Recommend health and nutritional products**

**Revision Number: 2**

## **SIRXRPK001A Recommend health and nutritional products**

### **Modification History**

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

| <b>Release</b> | <b>Comments</b>   |
|----------------|-------------------|
| Second Release | Editorial updates |

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on health and nutritional products and services to customers.

### **Application of the Unit**

This unit applies to frontline service personnel who provide advice to customers and other sales staff on a range of health and nutritional products and services, including their characteristics, features, indications, contra-indications, technical information and storage requirements.

### **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.                                                                                                                                                                              |
| 1. Research and develop product knowledge.                        | 1.1.Develop <b><i>product knowledge</i></b> by accessing relevant <b><i>sources of information</i></b> .<br>1.2.Research and apply <b><i>comparisons between products</i></b> .                                                                                                                                                                                                                                                                                                               |
| 2. Identify health and nutritional products.                      | 2.1.Identify store health <b><i>product range</i></b> according to relevant product information.                                                                                                                                                                                                                                                                                                                                                                                              |
| 3. Recommend health and nutritional products.                     | 3.1.Apply product knowledge to advise <b><i>customers</i></b> and other <b><i>members of staff</i></b> on available products.<br>3.2.Convey product information according to <b><i>legislative requirements</i></b> to assist customers' purchase decisions.<br>3.3.Promote specials and new lines to customers according to store <b><i>policy and procedures</i></b> .<br>3.4.Recommend <b><i>complementary products</i></b> to clients according to store policy.                          |
| 4. Advise on health and nutritional services.                     | 4.1.Advise customers on store range of products, services and complementary therapy consultant services where applicable according to store policy and procedures.<br>4.2.Question customers to determine nature of problem and offer solutions according to nature of problem, available product information, and store policy.<br>4.3.Schedule appointments with complementary therapy consultant services, where applicable, according to availability of consultant and store procedures. |

## Required Skills and Knowledge

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

### Required skills

- interpersonal communication skills to:
  - develop and apply product knowledge by providing advice to customers and staff, including those with special needs such as dietary
  - promote products and advise on health and nutritional services 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
  - handle difficult customers
- literacy skills to:
  - read and interpret product labels
  - read and understanding store policy and procedures
  - schedule appointments where required
- numeracy skills to price, estimate and weigh products

### Required knowledge

- store policy and procedures in regard to:
  - sales and customer service
  - methods of dealing with special needs and requests of customers
  - customer complaints
- store health and nutritional product and service ranges, including new lines and seasonal promotions
- indications and contra-indications of health and nutritional products
- relevant industry codes of practice, including:
  - advertising (Therapeutic Goods Administration)
  - stock procurement and stock dispensing
- Complementary Healthcare Council of Australia (CHC) guidelines
- relevant legislation and statutory requirements, including Australian Consumer Law

## 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:

- consistently applies store policy and procedures that comply with consumer law and legislative requirements regarding the selling of health and nutritional products and services
- continually updates and applies product knowledge in regard to current store health products and services to provide comprehensive advice to customers and staff
- consistently advises customers and informs sales team members of major characteristics of store range of health products, including product type, purpose, features and benefits, price, basic production methods and storage requirements
- consistently advises customers on store health services available, and schedules appointments with complementary therapists where applicable.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a retail work environment
- relevant sources of product information
- relevant documentation, such as:
  - store policy and procedures manuals
  - industry codes of practice and relevant legislation
- an appropriate range of health and nutritional products and services
- a range of customers with different requirements.

### **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
- a role play
- customer feedback
- written or verbal 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 in the performance criteria is detailed below.

***Product knowledge*** may include:

- type
- purpose
- basic production methods
- features and benefits
- price
- storage requirements
- shelf life
- indications for product use
- contra-indications for traditional and alternative medicines and treatments.

***Sources of information*** may include:

- store or supplier product manuals
- brochures
- product labels
- internet
- designated staff
- product seminars.

***Comparisons between products*** may relate to:

- features and benefits
- method of production
- price
- storage requirements and shelf life.

***Product range*** may include:

- organic food and genetically modified organism (GMO) free
- nutritional supplements such as:
  - vitamins, minerals, amino acids and other nutritional supplements
  - herbs and homeopathic products
  - cell salts
  - food supplements
  - sports supplements and drinks
  - special dietary foods
- complementary medicines and therapies
- natural cosmetics
- health devices such as:
  - water filters
  - magnetic products

- crystals
  - bulk, pre-packaged, refrigerated or fresh produce
  - confectionery, snack foods and drinks
  - books
  - music.
- Customers** may include:
- those with routine or special requests, including dietary requirements
  - regular and new customers
  - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Members of staff** may include:
- new or existing staff
  - full-time, part-time or casual
  - people with varying levels of language and literacy
  - people from a range of cultural, social and ethnic backgrounds.
- Legislative requirements** may include:
- consumer law
  - food safety regulations
  - Trade Practices and Fair Trading Acts
  - waste disposal
  - hazardous substances and dangerous goods
  - environmental protection
  - pricing procedures, including GST requirements
  - WHS
  - privacy laws
  - customs regulations.
- Policy and procedures** in regard to:
- selling health and nutritional products and services
  - interaction with customers
  - scheduling appointments.
- Complementary products** may include:
- herbal, homeopathic and aromatherapy products
  - other natural and traditional remedies (e.g. Chinese, Ayurvedic, Bach flower essences)
  - massage oils
  - personal hygiene products
  - natural make-up products.

## **Unit Sector(s)**

Cross-Sector

## **Competency field**

Retail Product Knowledge