

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Confirm wholesale business practices		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRWIND001A	Working in Industry	Wholesale	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify and maintain relationships with customers and to operate within the wholesale workplace.
Prerequisite units	Nil
Application of the unit	This unit is an overall introduction to the wholesale industry and specific workplace activities completed within a supply chain. It involves identifying and describing the structure of the wholesale industry and workplace, organising personal work plans and presentation according to business policy and procedures, and understanding relevant legislation and workplace awards and agreements.
Employability Skills	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

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	Context of and specific resources for assessment	Methods of assessment	Assessing Employability Skills
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> defines and explains distinguishing features of: <ul style="list-style-type: none"> the wholesale industry sectors within the industry characteristics of a specific workplace customers serviced by a wholesale business operation plans and documents a personal career pathway knows employee's own rights and responsibilities in regard to awards and agreements 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a real or simulated work environment relevant documentation, such as: <ul style="list-style-type: none"> business or sample policy and procedures business or sample job descriptions and organisational charts relevant awards or agreements legislation on equal opportunity, equal employment opportunity (EEO) and anti discrimination business or sample policies on OHS information on: 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> observation of performance in the workplace a simulated role play third-party reports from a supervisor customer feedback review of portfolio of evidence written or verbal questioning to assess knowledge and understanding. 	<p>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.</p> <p>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.</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d	Context of and specific resources for assessment cont/d	Methods of assessment cont/d	
<ul style="list-style-type: none"> • accesses, comprehends and processes information accurately according to business policy and procedures • participates actively and positively within a workplace team • identifies and discusses customers by type and requirements • plans personal work routines and uses time effectively • uses correct industry terminology. 	<ul style="list-style-type: none"> - business operations - products and services - supply chains. 	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SIRXCOM001A Communicate in the workplace • SIRXOHS001A Apply safe working practices • SIRXCLM001A Organise and maintain work areas • SIRXIND001A Work effectively in a retail environment. 	

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • literacy skills in regard to the comprehension of workplace documents • numeracy skills in regard to: <ul style="list-style-type: none"> - addition and subtraction - multiplication and division - percentages - calculating cash amounts - performing credit checks - calculating ordering amounts - estimating storage space - time management • working as part of a team • application of relevant policy and procedures in a workplace • organisation of personal task completion. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • supply chain for business and the roles of different players at every stage within the supply chain. • industry terminology • business organisational structure • rights and responsibilities of employers and employees in wholesale workplace • forms of work in wholesale industry • major changes affecting wholesale workplaces • basic operational requirements, including those affecting products and services • legislation and statutory requirements, such as: <ul style="list-style-type: none"> - equal opportunity legislation - anti-discrimination legislation - industry awards and agreements • business policy and procedures in regard to: <ul style="list-style-type: none"> - external and internal customer contact - hygiene and self-presentation - verbal and non-verbal presentation - codes of conduct - allocated duties and responsibilities - collecting, organising and processing information • OHS aspects within the industry. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • anti-discrimination • appropriate workplace conduct • award, agreement and contract • business products and services • business/company/workplace policy and procedures • career opportunities • career pathways • client-focused business/company/workplace • code of conduct • compare and contrast features of workplaces • current issues/major changes • effective service environment • equal employment opportunity (EEO) • industry bodies • interactions in the workplace • internal and external customers • lines of reporting • non-discriminatory attitudes and language • organisational structure • origin to customer use • personal attributes • personal presentation and hygiene • planning and preparation • related business operations • relationship between individual and team roles • rights and responsibilities of employers and employees • sectors • customer service • structure and scope of the wholesale industry and workplace • supply chain • tasks and routines • verbal and non-verbal communication • work ethic • work schedules and rosters.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Outline the structure and scope of the wholesale industry	1.1 Identify key roles and activities within the wholesale industry.	The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.	<p>Learning experiences for the HSC must address:</p> <p><i>NB This unit of competency requires students to research the underpinning knowledge in relation to the wholesale environment of at least one business/company/workplace. Students are required to work effectively within the particular wholesale environment.</i></p> <p><i>Ideally, this investigation could be undertaken during work placement with students reporting their findings and experience to the class on their return. This will ensure students are made aware of a range of wholesale environments and the differences in practices between businesses/workplaces/companies.</i></p> <p>An understanding of the wholesale industry including:</p> <ul style="list-style-type: none"> • definition • distinguishing features • primary role/function • activities undertaken • occupational health and safety (OHS) aspects. <p>An awareness of current issues/major changes affecting the wholesale industry.</p>
	1.2 Confirm structure and key focus of sectors within the wholesale industry.		<p>Learning experiences for the HSC must address:</p> <p>An understanding of sectors within the wholesale industry including:</p> <ul style="list-style-type: none"> • basic structure of the wholesale industry • primary role/function of each sector • interrelationship between sectors.
	1.3 Determine responsibilities of employers in relation to new employees in the industry.		
	1.4 Determine responsibilities of new employees within the industry.		<p>Learning experiences for the HSC must address:</p> <p>Appropriate workplace conduct including:</p>

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			<ul style="list-style-type: none"> • regular attendance • punctuality • maintaining orderly workspace • appropriate personal presentation standards for the industry and job role • cooperativeness • self-confidence • self-respect • acceptance of constructive criticism • willingness for self-improvement • flexibility. <p>A broad knowledge of:</p> <ul style="list-style-type: none"> • employee and employer roles and responsibilities • the work ethic required to work in the wholesale industry.
	<p>1.5 Determine role and importance of <i>service</i> within the wholesale industry.</p>	<p><i>Service</i> may involve:</p> <ul style="list-style-type: none"> • interacting with customers • interacting with supervisors and other staff members • handling telephone enquiries • organising and maintaining work areas • maintaining merchandise and displays • preparing goods for delivery • assisting other team members • working within required timelines. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of:</p> <ul style="list-style-type: none"> • the relationship between client service and business/company/workplace success • the concept ‘client-focused’ business/company/workplace.
	<p>1.6 Identify nature and types of career pathways within the wholesale and related business operations.</p>		<p>Learning experiences for the HSC must address:</p> <p>A broad knowledge of career opportunities within the wholesale industry.</p> <p>An awareness of career pathways within wholesale and related business operations and the knowledge and skills required for different job roles.</p> <p>A basic understanding of the primary roles(s) and duties/services performed by a range of personnel.</p> <p>Preparation to enter a career path in the wholesale industry including:</p>

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			<ul style="list-style-type: none"> • recognition of current knowledge and skills • identification of <ul style="list-style-type: none"> - knowledge and skills required for current job - knowledge and skills gaps - learning opportunities to meet potential learning needs and fulfil career aspirations.
	1.7 Determine key wholesale industry bodies.		<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of the primary role/function of key wholesale industry bodies including:</p> <ul style="list-style-type: none"> • industry stakeholders • unions/employee groups • employer groups • professional associations • training.
	1.8 Compare and contrast features of a specific workplace context with other workplaces within the wholesale industry.		
	1.9 Define and use common industry terminology.		
2 Follow workplace practices	2.1 Identify and explain communication and reporting chain within a workplace.		<p>Learning experiences for the HSC must address:</p> <p>Understanding organisational structure and lines of reporting and communication within a workplace.</p>
	2.2 Identify relevant awards and agreements and interpret them accurately.		<p>Learning experiences for the HSC must address:</p> <p>A basic knowledge of wholesale industry employment conditions including:</p> <ul style="list-style-type: none"> • industrial award • enterprise agreement • workplace agreement • contract.
	2.3 Confirm business employment policy and procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the fact that workplace practices will differ between business/company/workplace.</p>

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	2.4 Identify work schedule and rosters.	<p><i>Tasks and routines</i> may be:</p> <ul style="list-style-type: none"> • regular • rostered • recurring • irregular. 	<p>Learning experiences for the HSC must address:</p> <p>The importance of the following to successful planning:</p> <ul style="list-style-type: none"> • organising tasks <ul style="list-style-type: none"> - prioritising - time management to meet deadlines - negotiation • clarifying personal responsibilities • work ethics • seeking assistance where necessary • acknowledging if tasks are beyond current capacity • planning and organising work routines on a daily, weekly or monthly basis. <p>Planning and preparation for a range of tasks/activities applicable to daily work routines in a wholesale business/company/workplace.</p> <p>An understanding of the relationship between individual roles and the role of the team/group.</p> <p>An understanding of work requirements including:</p> <ul style="list-style-type: none"> • goals • objectives • priorities • specified targets or results • time frames • coordination with other work processes • roles • application of particular procedures • organisation of work materials • roster arrangements • assisting new staff • sharing knowledge of particular tasks or work requirements.
	2.5 Complete work schedule and rosters to business requirements.		
	2.6 Organise <i>tasks and routines</i> to meet workplace duties.		

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	2.7 Maintain personal dress and presentation according to business policy and procedures.		<p>Learning experiences for the HSC must address:</p> <p>Personal attributes and work ethics of wholesale workers including:</p> <ul style="list-style-type: none"> • attendance and punctuality • ethical and responsible behaviour • honesty • work performance • taking directives • attention to detail • personal presentation and grooming • attitude • confidentiality • consistency of service • safe work practices. <p>Business/company/workplace policy and procedures for:</p> <ul style="list-style-type: none"> • personal dress and presentation • personal hygiene • workplace ethics • code of conduct.
	2.8 Maintain personal hygiene according to business policy and legislation.		
	2.9 Display non-discriminatory attitudes when interacting with <i>customers</i> and <i>staff and management</i> .	<p><i>Customers</i> may include:</p> <ul style="list-style-type: none"> • external and internal contacts • new or repeat contacts • business or direct customers • customers with routine or special requests • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities. <p><i>Staff and management</i> may:</p> <ul style="list-style-type: none"> • come from a range of social, cultural and ethnic backgrounds • have varying degrees of language and literacy levels. 	<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of the principles of equal employment opportunity (EEO) legislation:</p> <ul style="list-style-type: none"> • <i>Equal Employment Opportunity (Commonwealth Authorities) Act 1987</i> (Cth) • <i>Equal Opportunity for Women in the Workplace Act 1999</i> (Cth). <p>A basic understanding of the principles of anti-discrimination legislation:</p> <ul style="list-style-type: none"> • <i>Anti-Discrimination Act 1977</i> (NSW) • <i>Sex Discrimination Act 1984</i> (Cth) • <i>Racial Discrimination Act 1975</i> (Cth) • <i>Disability Discrimination Act 1992</i> (Cth) • <i>Age Discrimination Act 2004</i> (Cth).

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>Reciprocal rights and responsibilities of employers and employees in relation to EEO and anti-discrimination.</p> <p>An awareness of the different forms of bullying and harassment in the workplace including:</p> <ul style="list-style-type: none"> • sexual • verbal • physical • psychological. <p>An awareness of:</p> <ul style="list-style-type: none"> • business/company/workplace policy and procedures designed to prevent discrimination and harassment in the workplace • legal ramifications of inappropriate workplace conduct • recourse in the event of inappropriate conduct <ul style="list-style-type: none"> - reporting complaints - grievance procedures - disciplinary action. <p>Interactions in the workplace with:</p> <ul style="list-style-type: none"> • customers <ul style="list-style-type: none"> - new or repeat - external and internal • staff/management • people from a range of social, cultural and ethnic backgrounds • people with varying degrees of language and literacy levels.
	2.10 Use non-discriminatory language.		
3 Identify customers within the business supply chain	3.1 Confirm types of business products and services.		<p>Learning experiences for the HSC must address:</p> <p>Identification and understanding of the range of products and services available to customers.</p>
	3.2 Determine position of business in <i>supply chain</i> .		<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • supply chain.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>Identification and description of the wholesale business structure, characteristics of the wholesale workplace and its position in the supply chain.</p>
	<p>3.3 Determine nature of supply chain from product or service origin to consumer use.</p>		<p>Learning experiences for the HSC must address:</p> <p>Supply chain for the wholesale business and the primary role(s) of different players at every stage within the supply chain.</p> <p>For at least one key product and service of the wholesale business operation, an understanding of the path from origin to consumer use.</p> <p>An awareness of competitive advantage that may be derived from supply chain management including:</p> <ul style="list-style-type: none"> • certification (for example, 'organic') • marketing opportunities.
	<p>3.4 Determine customers internal to the business and the supply chain and external customers.</p>		<p>Learning experiences for the HSC must address:</p> <p>Identifying and maintaining relationships with customers serviced by the wholesale business operation.</p>
	<p>3.5 Create effective service environment through verbal and non-verbal communication according to business policy.</p>		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the importance of effective, positive and efficient customer service.</p> <p>The role of verbal and non-verbal communication in provision of service.</p> <p>Effective responses to a range of different customer service situations.</p>