

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Coordinate retail office		
Unit code	Competency field	Sector	HSC Indicative Hours 20
SIRXADM002A	Administration	Cross-Sector	

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to coordinate a retail office. It involves maintaining office procedures, processing data in response to information requests, composing reports and correspondence, maintaining recording and filing systems and maintaining digital storage media and computer filing systems.
Prerequisite units	Nil
Application of the unit	This unit requires the team member to implement workplace office procedures to coordinate a retail office, responding accurately and appropriately to requests for information and maintaining records and filing systems, including computerised records, according to store policy. Those with managerial responsibility undertake this unit.
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"> • consistently implements workplace office procedures • responds accurately and appropriately to requests for information according to store policy • consistently applies procedures for maintaining records and filing system, including computerised records. 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> • a retail work environment • sample policy and procedures in regard to: <ul style="list-style-type: none"> - store administration and clerical or office systems - processing of information - format and technical vocabulary - OHS legislation and codes of practice • a range of office equipment, including: <ul style="list-style-type: none"> - computer - printer - software packages - access to a work team. 	<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 • third-party reports from a supervisor • answers to questions about specific skills and knowledge • review of portfolios of evidence and third-party workplace reports of on-the-job performance. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<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>

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:

- report writing
- using various computer software packages
- literacy and numeracy skills in regard to processing, recording and documenting information
- interpersonal communication skills to:
 - deal with information requests through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication.

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

- store policy and procedures in regard to:
 - store administration and financial systems
 - systems and methods for organisation of work routine
 - appropriate clerical or office systems
 - mail procedures
 - transport procedures including cab charge and courier systems
 - systems and procedures for processing information
- records management systems
- office technology including:
 - computer
 - printer
 - software packages
 - installation of hardware and software packages
 - software licensing requirements
- relevant OHS requirements
- principles and techniques in interpersonal communication skills.

Element	Performance Criteria	Range Statement
1 Maintain office procedures	1.1 Monitor, record and <i>order</i> office supplies as required according to <i>store policy and procedures</i> .	<p>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> <p><i>Ordering</i> procedures may include:</p> <ul style="list-style-type: none"> • fax • phone • email • internet. <p><i>Store policy and procedures in regard to:</i></p> <ul style="list-style-type: none"> • store administration and clerical systems • document format and technical vocabulary.
	1.2 Implement store policy and procedures in regard to <i>special requests and requirements</i> according to set timeframes.	<p><i>Special requests and requirements</i> may include:</p> <ul style="list-style-type: none"> • mail • ordering of stock • bill payment • taxation paperwork • courier service • transport e.g. taxi, cab charge • special mail procedures.
2 Process data in response to information requests	2.1 Document requests for information and identify responses according to store policy.	
	2.2 Identify <i>relevant external information sources</i> .	<p><i>External information sources</i> may include:</p> <ul style="list-style-type: none"> • distributors • suppliers • manufacturers • technical support personnel • maintenance personnel.
	2.3 Obtain <i>access to identified sources</i> .	<p>Modes of <i>access to identified sources</i> may include:</p> <ul style="list-style-type: none"> • contact person • contact details.

Element	Performance Criteria	Range Statement
	2.4 Access and extract <i>relevant information</i> .	<i>Relevant information</i> may include: <ul style="list-style-type: none"> • orders • files • letters • correspondence • warranties.
	2.5 Identify and offer <i>options and alternatives</i> where available information does not match defined needs.	<i>Options and alternatives</i> may be limited by: <ul style="list-style-type: none"> • regulatory requirements • cost effectiveness • store policy.
	2.6 Accurately copy or summarise extracted information.	
	2.7 Compile and update appropriate records required for regulatory compliance to maintain security and confidentiality of contents.	
3 Compose reports and correspondence	3.1 Collate relevant information and edit as required.	
	3.2 Use clear, concise, easily understood language when writing text.	
	3.3 Use correct spelling, punctuation and grammar.	
	3.4 Draft and set out correspondence and reports according to store policy.	
	3.5 Produce edited report and dispatch to <i>relevant personnel</i> .	<i>Relevant personnel</i> may include: <ul style="list-style-type: none"> • relevant managers • supervisor • team leader.
	3.6 Copy and securely file final report according to store policy.	
4 Maintain existing recording and filing systems	4.1 Maintain <i>recording and filing systems</i> according to store policy.	<i>Recording and filing systems</i> may be: <ul style="list-style-type: none"> • paper-based • electronic.

Element	Performance Criteria	Range Statement
	<p>4.2 Allocate new documents to designated category.</p> <p>4.3 Monitor the issue and return of documents to ensure the integrity of the system is maintained.</p> <p>4.4 Archive, remove and update documents to ensure maximum space available for current records.</p> <p>4.5 Identify and locate required files and dispatch to nominated person or section within designated time limits.</p> <p>4.6 Monitor and record file and document movements.</p> <p>4.7 Maintain documents in good condition and in correct location.</p> <p>4.8 Separate confidential files from general files, with access available to nominated personnel only.</p> <p>4.9 Monitor security system to ensure issued files are traceable at all times.</p>	
5 Maintain computer storage media	<p>5.1 Maintain storage media and filing system according to store policies and procedures.</p> <p>5.2 Format <i>digital storage media</i> using correct procedures.</p> <p>5.3 Create back-up files to ensure safety, security and confidentiality of files is maintained.</p> <p>5.4 Store back-up files in the designated manner and location.</p>	<p><i>Digital storage media</i> may include:</p> <ul style="list-style-type: none"> • floppy disc • USB drive • zip disc • CD-ROM • DVD-ROM • digital tape • external hard drive.

Element	Performance Criteria	Range Statement
	5.5 Regularly perform virus checks on the system and back-up storage media.	
	5.6 Store hardware according to manufacturer's instructions.	Hardware may include: <ul style="list-style-type: none"> • computer • keyboard or typewriter • printer • scanner • monitor • mouse • storage media.
	5.7 File and store software according to organisational procedures.	
	5.8 Observe OHS guidelines relating to screen-based equipment and ergonomic workstations.	OHS guidelines may include: <ul style="list-style-type: none"> • lighting • seating • posture • ventilation • glare and reflection • keyboard equipment and radiation • eye strain • setting up work stations.
6 Maintain computer filing system	6.1 Determine document filing requirements.	
	6.2 Create a filing system that reflects the size, nature and complexity of the workplace.	
	6.3 Implement security checks where necessary.	
	6.4 Add file names into the filing system as required.	
	6.5 Regularly update filing system by deleting or archiving old files.	
	6.6 Exit programs according to screen prompts to preserve data.	