

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Access product and service performance data		
Unit code	Competency field	Sector	HSC Indicative Hours 25
SIRXPRO008A	Product Management	Cross-Sector	

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.
Prerequisite units	Nil
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.
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"> 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. 	<p>Required resources <u>include</u>:</p> <ul style="list-style-type: none"> a sales-oriented work environment relevant sources of product and service information relevant documentation, such as: <ul style="list-style-type: none"> policy and procedures manuals sales reports marketing guidelines a range of products and services relevant business technology and systems a market. 	<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 review of portfolio of evidence written or verbal questioning to assess knowledge and understanding. <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:

- 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.

Element	Performance Criteria	Range Statement
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.	<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>Data</i> may be:</p> <ul style="list-style-type: none"> • public • secure • electronic • hard copy • verbal • internal or external • annual reports • statistical reports. <p><i>Business technology and systems</i> may include:</p> <ul style="list-style-type: none"> • portable data entry • personal computers or terminals (stand-alone or networked) • printers • scanners • numerical keyboard equipment, including calculators • software, including: <ul style="list-style-type: none"> - word processing - databases - spreadsheets - financial - inventory • electronic data interchange (EDI) • point-of-sale terminals • information management systems • sales and distribution 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 <i>product or service performance</i> .	<p>Information on <i>product or service performance</i> may include:</p> <ul style="list-style-type: none"> • purchase requests and orders • tender submissions and proposals • invoices and payment requests • statements and petty cash vouchers • offer and contract documents

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> • evaluation documentation • records of supplier performance • financial statements • records of conversation.
	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.	
	2.6 Determine availability of stock on hand to meet demand.	
3 Confirm performance of specific products and services	3.1 Complete checks of <i>competitor activity</i> within product or service range.	<p><i>Competitor activity</i> information may be collected by:</p> <ul style="list-style-type: none"> • database or internet searches • modelling • telephone • facsimile • mail • face-to-face meetings.
	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 <i>business technology and systems</i> .	<p><i>Business policy and procedures</i> may relate to:</p> <ul style="list-style-type: none"> • 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.
	3.4 Confirm product or service performance according to business policy and procedures.	