

Student Resource

SIRXIND001A Work Effectively in a Retail
Environment

Version 1.0
Issue Date: July 2010

Assessment Tool – Student Resource

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

Unit Descriptor This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.

Pre-requisite Units Nil

Assessment Methods Project x2
Observation
Questions and Answers

STUDENT DETAILS

Name

ID

Signature

Date

SUBMISSION REQUIREMENTS

Assessment Task 1 - Project Due Date:

Assessment Task 2 - Project Due Date:

Assessment Task 3 – Observation Due Date:

Assessment Task 4 – Q & A Due Date:

Assessment Task 1 – Project

Retail Environment

You currently work in a small department store in a large shopping centre (If you currently work in retail, use your current retail environment). Your manager has asked you talk with a small number of new employees who have been employed in a casual position to deal with the Christmas rush. She asks you to cover the following topics:

- Description of the Store, its structure and its culture
- Store hours and shift times
- Employee responsibilities and relevant store policies and procedures in regard to:
 - Fulfilling shift requirements
 - Notification of the availability for work
 - Performance
 - Personal presentation
 - Hygiene
 - Following instructions
 - Scope of the job
 - Daily work routines
 - Client contact, especially the use of non-discriminatory language and attitudes
 - Code of conduct
- Relevant industrial awards, pay rates and collective agreements
- Employer and employee associations and their roles
- Possible career paths

You are required to research the above information and present it to your assessor in an organised format, covering all required topics.

Date task to be submitted by:

Assessment Task 2 – Project

Work Responsibilities

Part A – Roster

Answer the following questions using the store roster below:

- List the shifts Anna Andrews and Will Williams are rostered on
- How many hours is Tanya Taylor rostered on this week?
- If Suzi Sanders is unable to do her shift on Wednesday, who could she call to swap a shift with?
- If Peter Piper becomes ill during his shift on Monday and is then unable to work for the rest of the week, who can George Jenson call to replace his shift on Tuesday, Wednesday and Sunday?

	Shift 1 (Open) 8:30 – 2:30	Shift 2 10:30 – 3:30	Shift 3 2:30 – 8:30	Shift 4 (Close) 3:30 – 9:30
Monday	Suzi Sanders Tanya Taylor	James Jones Lisa Lovell	Amy Ash Will Williams	George Jenson Peter Piper
Tuesday	Sam Smith Anna Andrews	Amy Ash Erin Easter	James Jones Lisa Lovell	George Jenson Peter Piper
Wednesday	Sam Smith Anna Andrews	James Jones Lisa Lovell	Will Williams Cath Clancy	Suzi Sanders Peter Piper
Thursday	Sam Smith Anna Andrews	Cath Clancy Lisa Lovell	Amy Ash Erin Easter	Suzi Sanders Mark Matthews
Friday	Sam Smith Tanya Taylor	James Jones Cath Clancy	Erin Easter Will Williams	George Jenson Mark Matthews
Saturday	Sam Smith Tanya Taylor	Erin Easter Will Williams	Cath Clancy James Jones	George Jenson Mark Matthews
Sunday	Suzi Sanders Tanya Taylor	Amy Ash Cath Clancy	James Jones Lisa Lovell	George Jenson Peter Piper

Part B

Assume you are Tanya Taylor, assisting Sam Smith during the opening shift on Friday. List the duties you would be required to complete during your shift.

Once you have completed your list, re-list the duties in order of priority – most important to least important.

Date task to be submitted by:

Assessment Task 2 – Observation

Your assessor will observe you working effectively in a retail environment. They will use the following checklist to assess your ability to complete the task.

When you feel you are ready to complete your first demonstration you should make a time with your assessor to observe you

TASK REQUIREMENTS	You are required to assist a customer to demonstrate to your assessor your ability to work effectively in a retail environment
--------------------------	---

NUMBER OF OBSERVATIONS One (1)

OBSERVATION CHECKLIST

Tasks to be observed	Yes	No	Comments/Feedback
Display non-discriminatory attitudes when interacting with customers, staff or management.	<input type="checkbox"/>	<input type="checkbox"/>	
Use non-discriminatory language.	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain personal dress and presentation in a neat and tidy manner	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain personal hygiene according to store policy and legislation	<input type="checkbox"/>	<input type="checkbox"/>	
Use effective questioning to elicit information	<input type="checkbox"/>	<input type="checkbox"/>	
Assess, comprehend and act upon store information relevant to the particular task.	<input type="checkbox"/>	<input type="checkbox"/>	
Plan and organise daily work routine within the scope of the job role.	<input type="checkbox"/>	<input type="checkbox"/>	
Prioritise and complete tasks according to required timeframes.	<input type="checkbox"/>	<input type="checkbox"/>	

Date for observation 1:

Assessment Task 3 – Questions

Instructions:

This is an open book assessment. You are to answer all of the following questions. Make sure you:

- Answer all questions
- Ask your assessor if you do not understand a question. Whilst your assessor cannot tell you the answer, they may be able to re-word the question for you

1 List five (5) store policies relevant to working in the retail environment

- 1.
- 2.
- 3.
- 4.
- 5.

2 What is organisational culture?

3 List three (3) changes/issues currently affecting the retail industry

- 1.
- 2.
- 3.

4 What is the purpose of an industry award/collective bargaining agreement

5 List five (5) sources of information on the retail industry

1.

2.

3.

4.

5.

6 What is discrimination? Provide an example

Assessment Cover Sheet

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

ASSESSMENT TASK 1: Project – Retail Environment

Student Name:

Student ID:

I declare that the Assessment Tasks submitted for this unit is my own work.

Student Signature

Result: Competent Not Yet Competent

Feedback to Student:

Assessor Name:

Signature:

Date:

Assessment Cover Sheet

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

ASSESSMENT TASK 2: Project – Work Responsibilities

Student Name:

Student ID:

I declare that the Assessment Tasks submitted for this unit is my own work.

Student Signature

Result: Competent Not Yet Competent

Feedback to Student:

Assessor Name:

Signature:

Date:

Assessment Cover Sheet

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

ASSESSMENT TASK 3: Observation

Student Name:

Student ID:

I declare that the Assessment Tasks submitted for this unit is my own work.

Student Signature

Result: Competent Not Yet Competent

Feedback to Student:

Assessor Name:

Signature:

Date:

Assessment Cover Sheet

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

ASSESSMENT TASK 4: Questions

Student Name:

Student ID:

I declare that the Assessment Tasks submitted for this unit is my own work.

Student Signature

Result: Competent Not Yet Competent

Feedback to Student:

Assessor Name:

Signature:

Date:

Assessment Record Sheet

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

Student Name:

Student ID:

Assessment Task 1 Project	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent
Assessment Task 2 Project	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent
Assessment Task 3 Observation	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent
Assessment Task 4 Questions	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent

Feedback to Student:

Overall assessment result Competent Not Yet Competent

Assessor Name:

Signature:

Date:

Student Signature

Date:

Work Sample Authenticity Declaration

SIRXIND001A WORK EFFECTIVELY IN A RETAIL ENVIRONMENT

Student Name:

Student ID:

Work samples submitted:

I (supervisor) declare that..... (student) was involved in the preparation of all work samples submitted as part of the assessment and that they were prepared within the last six months.

Supervisor Name:

Signature:

Date:

Student Signature

Date: