**Training Package** | Retail Services (SIR07)  
---|---
**Unit title** | **Recommend health and nutritional products**  
**Unit code** | SIRXRPK001A  
**Competency field** | Retail Product Knowledge  
**Sector** | Cross-Sector  
**HSC Indicative Hours** | 25

**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.

**Prerequisite units** | Nil

**Application of the unit** | This unit involves providing advice to customers and other sales staff on a range of health and nutritional products and services, their characteristics, features, indications, contra-indications, technical information and storage requirements. Frontline service personnel perform these functions.

**Employability Skills** | The required outcomes described in this unit contain applicable facets of Employability Skills. The *Employability Skills Summary* 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.

<table>
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<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Context of and specific resources for assessment</th>
<th>Methods of assessment</th>
<th>Assessing Employability Skills</th>
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| 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 | 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. | 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. | 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. 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.
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<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d</th>
<th>Methods of assessment cont/d</th>
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| 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. | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
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<tr>
<th>Required Skills and Knowledge</th>
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<td>This section describes the essential skills and knowledge and their level, required for this unit.</td>
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The following skills **must** be assessed as part of this unit:

- interpersonal communication skills to:
  - develop and apply product knowledge by providing advice to customers and staff
  - 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
  - handling customers with special needs, including difficult customers
- organising and providing health and nutritional services to customers
- handling customers with special dietary needs
- literacy skills in the following areas:
  - reading and interpreting product labels
  - reading and understanding store policy and procedures
  - scheduling appointments where required
  - numeracy skills in relation to pricing, estimating and weighing products.

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

- 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 range, 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
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<th>Performance Criteria</th>
<th>Range Statement</th>
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</table>
| 1       | Research and develop product knowledge | 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. |
|         | 1.1 Develop *product knowledge* by accessing relevant *sources of information*. | |
|         | 1.2 Research and apply *comparisons between products*. | *Comparisons between products* may relate to:  
- features and benefits  
- method of production  
- price  
- storage requirements and shelf life. |
| 2       | Identify health and nutritional products | |
|         | 2.1 Identify store health *product range* according to relevant product information. | *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 |
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| 3 Recommend health and nutritional products | 3.1 Apply product knowledge to advise customers and other members of staff on available products. | - 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.  

3.2 Convey product information according to legislative requirements to assist customers’ purchase decisions.  

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  
- OHS  
- privacy laws  
- customs regulations. |
| 3.3 Promote specials and new lines to customers according to store policy and procedures. | Policy and procedures in regard to:  
- selling health and nutritional products and services  
- interaction with customers  
- scheduling appointments. }
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| 3.4     | Recommend *complementary products* to clients according to store policy. | *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. |
| 4.1     | Advise customers on store range of products, services and complementary therapy consultant services where applicable according to store policy and procedures. | |
| 4.2     | Question customers to determine nature of problem and offer solutions according to nature of problem, available product information, and store policy. | |
| 4.3     | Schedule appointments with complementary therapy consultant services, where applicable, according to availability of consultant and store procedures. | |