

## **PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE**

Package / Course Title: Retail Training Package – SIR07

Certificate II in Retail – SIR20207

Advise on products and services – SIRXSL002A

Target groups Those wishing to gain primary qualifications for work in a retail setting. These may be already working in a retail setting or preparing to gain employment in one of the vast array of retail areas. Those working at this level are required to perform under supervision and are not responsible for the work or output of others

### **TRAINING DELIVERY**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Integration of units of competency	Communication of ideas and information eg. workplace ethics	A work environment or simulated work environment or both
On and off job training or combination of both	Consistently apply store policies/procedures and legislative requirements	
Provide easy access to all learning materials and resources	Identify and describe the role of various parties including employer and employee associations	
	Demonstrate understanding of employee's rights and responsibilities in regard to awards/agreements	

### **ASSESSMENT**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Demonstration and/or observation in the workplace	Demonstrate ability to act responsibly	Real or simulated workplace
A simulated role play 3 <sup>rd</sup> party reports from supervisor	Demonstrate ability to act in a non-discriminatory manner	Relevant documentation -store/sample policies and procedures eg. work ethics, responsibilities employers & employees -store/sample job description & organisation charts -awards agreements -gov. (eg. on equal opportunity and anti-discrimination and equal employment opportunities.
Completion of workplace documents	Demonstrate ability to identify the award/agreement	
Projects and portfolios		

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Written or oral questioning		
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<p>List any special requirements / issues / amendments for any particular target group. For valid and reliable assessment of this unit competency should be consistently demonstrated over a period of time and observed by the assessor and/or technical expert in partnership with the assessor.</p>
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