



CATAPULT

SIRWSLS001

Process product and service data

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SIRWSLS001.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SIRWSLS001/>

Trainer/assessor guide

SIRWSLS001

Process product and service data

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to use business technology to maintain and process business to business sales, customer service and related product data.

This unit applies to sales and administrative staff who work under supervision and within established administration policies and procedures.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Follow data processing procedures.....	5
Source and report product and service data	5
Store, retrieve and relay data	13
Data security.....	16
Check your understanding	19
Topic 2: Monitor customer sales	21
Monitor product mix and identify potential add-on sales.....	21
Monitor sales figures against sales and supply targets	26
Enter information affecting future forecasts into database	29
Use technologies to gather data from the field	31
Check your understanding	35
Topic 3: Maintain product database	37
Maintain accurate details in product database	37
Follow security procedures for access to database	42
Build and maintain data records	45
Resolve data discrepancies	49
Collect product or service information for reporting purposes	54
Check your understanding	59
Topic 4: Determine customer needs from data	61
Use data to anticipate future requirements and preferences	61
Provide timely and accurate reports to customers	64
Check your understanding	67
References.....	69
Assessment workbook	73
Unit information	75
What is competency-based assessment?.....	76
How will my competency be assessed?.....	77
Assessment agreement	78
Foundation skills checklist.....	79
Skills recognition.....	80
Topic 1: Follow data processing procedures.....	81
Topic 2: Monitor customer sales	82
Topic 3: Maintain product database	83
Topic 4: Determine customer needs from data	84
Knowledge questions	85
Topic 1: Follow data processing procedures.....	86
Topic 2: Monitor customer sales	90
Topic 3: Maintain product database	95
Topic 4: Determine customer needs from data	103
Topic 5: Specific knowledge evidence.....	107

Performance tasks	113
Third party evidence collection agreement	114
Topic 1: Follow data processing procedures.....	115
Topic 2: Monitor customer sales	117
Topic 3: Maintain product database	121
Topic 4: Determine customer needs from data	124
Completion record	126
Unit mapping and assessment checklist	127
Trainer/ assessor user instructions	129

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Follow data processing procedures
- » Monitor customer sales
- » Maintain product database
- » Determine customer needs from data

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
