



CATAPULT

SIRXCEG005

Maintain business to business relationships

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 SIRXCEG005.

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/SIRXCEG005/>

Trainer/assessor guide

SIRXCEG005

Maintain business to business relationships

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to develop and maintain relationships with business customers by identifying customer needs and improving outcomes.

It applies to individuals working in customer service roles in a diverse range of wholesale businesses. They operate with independence and under limited supervision and guidance from others, and within established organisational 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

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Maintain contact with business customers	5
Confirm, document and maintain relevant contact personnel	5
Participate in, and contribute to, team activities	8
Build external relationships to improve supply chain efficiency	10
Maintain business customer contact	12
Check your understanding	15
Topic 2: Identify business customer needs.....	17
Identify, consult and review business customer needs	17
Review business and promotional activities	20
Trading terms and pricing policies and procedures.....	22
Process information using current and future trend forecasts	29
Check your understanding	31
Topic 3: Improve business customer outcomes and business relationships	33
Report, promote and advocate business customer needs	33
Discuss ideas about improving sales service and performance.....	36
Standards of quality are met.....	38
Recognise deficiencies in service and rectify	39
Anticipate future needs of business customers	45
Provide regular, effective and targeted feedback	46
Check your understanding	47
References.....	49
Assessment workbook	51
Unit information	53
What is competency-based assessment?.....	54
How will my competency be assessed?.....	55
Assessment agreement	56
Foundation skills checklist.....	57
Skills recognition.....	58
Topic 1: Maintain contact with business customers	59
Topic 2: Identify business customer needs.....	60
Topic 3: Improve business customer outcomes and business relationships	61
Knowledge questions	62
Topic 1: Maintain contact with business customers	63
Topic 2: Identify business customer needs.....	69
Topic 3: Improve business customer outcomes and business relationships	77
Topic 4: Specific knowledge evidence.....	87

Performance tasks.....	91
Third party evidence collection agreement	92
Topic 1: Maintain contact with business customers	93
Topic 2: Identify business customer needs	97
Topic 3: Improve business customer outcomes and business relationships	100
Completion record.....	105
Unit mapping and assessment checklist	106
Trainer/ assessor user instructions.....	109

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Maintain contact with business customers
- » Identify business customer needs
- » Improve business customer outcomes and business relationships

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.
