

	RPL Assessment Sheet	
	KSA Campus:	
	Student Name:	

Unit Code SIRXRPK001A	Unit Name Recommend health and nutritional products
------------------------------	--

Mandatory Unit Requirements	Evidence Collected				
	<i>Certificate Statement of Attainment</i>	<i>Third Party Referral (letter from employer etc)</i>	<i>Portfolio of evidence</i>	<i>Practical Assessment</i>	<i>Evidence Accepted Y/N</i>
Elements and Performance Criteria					
1. Research and develop product knowledge. 1.1. Develop <i>product knowledge</i> by accessing relevant <i>sources of information</i> . 1.2. Research and apply <i>comparisons between products</i>					
. 2. Identify health and nutritional products. 2.1. Identify store health <i>product range</i> according to relevant product information.					
3.Recommend health and nutritional products. 3.1. Apply product knowledge to advise <i>customers</i> and other <i>members of staff</i> on available products. 3.2. Convey product information according to <i>legislative requirements</i> to assist customers' purchase decisions. 3.3. Promote specials and new lines to customers according to store <i>policy and procedures</i> . 3.4. Recommend <i>complementary products</i> to clients according to store policy.					

Mandatory Unit Requirements	Evidence Collected				
	<i>Certificate Statement of Attainment</i>	<i>Third Party Referral (letter from employer etc)</i>	<i>Portfolio of evidence</i>	<i>Practical Assessment</i>	<i>Evidence Accepted Y/N</i>
<p>4. Advise on health and nutritional services.</p> <p>4.1. Advise customers on store range of products, services and complementary therapy consultant services where applicable according to store policy and procedures.</p> <p>4.2. Question customers to determine nature of problem and offer solutions according to nature of problem, available product information, and store policy.</p> <p>4.3. Schedule appointments with complementary therapy consultant services, where applicable, according to availability of consultant and store procedures.</p>					
Required skills					
<p>Interpersonal communication skills to:</p> <ul style="list-style-type: none"> • develop and apply product knowledge by providing advice to customers and staff, including those with special needs such as dietary • 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 handle difficult customers <p>Literacy skills to:</p> <ul style="list-style-type: none"> • read and interpret product labels • read and understanding store policy and procedures schedule appointments where required <p>Numeracy skills to price, estimate and weigh products</p>					

Mandatory Unit Requirements	Evidence Collected				
	<i>Certificate Statement of Attainment</i>	<i>Third Party Referral (letter from employer etc)</i>	<i>Portfolio of evidence</i>	<i>Practical Assessment</i>	<i>Evidence Accepted Y/N</i>
Required Knowledge					
<p>- Store policy and procedures in regard to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> sales and customer service <input type="checkbox"/> methods of dealing with special needs and requests of customers <input type="checkbox"/> customer complaints <p>- Store health and nutritional product and service ranges, including new lines and seasonal promotions</p> <p>- Indications and contra-indications of health and nutritional products</p> <p>- Relevant industry codes of practice, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> advertising (Therapeutic Goods Administration) <input type="checkbox"/> stock procurement and stock dispensing <p>- Complementary Healthcare Council of Australia (CHC) guidelines</p> <p>- Relevant legislation and statutory requirements, including Australian Consumer Law</p>					

Mandatory Unit Requirements	Evidence Collected				
	<i>Certificate Statement of Attainment</i>	<i>Third Party Referral (letter from employer etc)</i>	<i>Portfolio of evidence</i>	<i>Practical Assessment</i>	<i>Evidence Accepted Y/N</i>
Critical Aspects of Evidence					
<ul style="list-style-type: none"> - 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 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 					

	RPL Outcome:	
Student signature: Date:	Assessor Name:	Upgrade Required Y/N
		Competent / NYC
	Assessor Signature:	Date: