Victorian Purchasing Guide
for
SIR07 Retail Services Training Package Version No 3

October 2012

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Victorian Purchasing Guide — Version History

Training Package Version	Date VPG Approved	Comments
SIR07 v3.	10 October 2012	This Victorian Purchasing Guide reflects the changes made to SIR07 Retail Services Training Package Version 3. SIR07 v3 Retail Services Training Package reinstates the Community Pharmacy qualifications. In February 2012, Service Skills Australia (SSA) put forward two Cases for Endorsement, one for a separate Community Pharmacy Training Package and the other, a revised SIR07 v2 Retail Services Training Package with the Community Pharmacy sector removed. At its meeting of 23 February 2012, the National Skills Standards Council (NSSC) resolved that the Community Pharmacy sector was to remain in the Retail Services Training Package and that SSA needed to resubmit the Training Package as SIR07 v3 Retail Services Training Package for the endorsement of the NSSC. SIR07 v3 Retail Services Training Package includes: Community Pharmacy specific • 3 revised qualifications within the Community Pharmacy sector and • 43 Units of Competency of which 15 are new units. Retail specific 10 qualifications in retail from Version 2 of the SIR07 Retail Services Training Package (which was not published by the ISC) comprising • 4 new retail qualifications developed including a Vocational Graduate Certificate in Retail Leadership • 6 reviewed retail qualifications • Removal of the Certificates II and III in Wholesale • Changes to packaging rules to increase flexibility • Development of 19 new units of competency • Removal of 3 retail specific units of competency • Improving references to sustainability principles and skills within the revised and newly developed units of competency.
SIR07 Retail Services Training Package Version 1.	8 May 2008	This version reflects the revised SIR07 Retail Services Training Package Version 1 which replaces the following Training Packages: WRP02 Community Pharmacy Training Package; WRR02 Retail Training Package; and the WRW01 Wholesale Training Package.

CONTENTS

INTRODUCTION

What is a Victorian Purchasing Guide?

The Victorian Purchasing Guide provides information for use by Registered Training Organisations (RTOs) in the provision of Victorian government subsidised training.

Specifically the Victorian Purchasing Guide provides the following information related to the delivery of nationally endorsed Training Packages in Victoria:
- The nominal hour range (minimum-maximum) available for each qualification.
- Nominal hours for each unit of competency within the Training Package.
- Sample Training Programs

Registration

RTOs must be registered by either the Victorian Registration and Qualifications Authority (VRQA) or the Australian Skills Qualification Authority (ASQA) regulatory body to be eligible to issue qualifications and statements of attainment under the Australian Quality Framework (AQF).

The VRQA is the regulatory authority for Victoria that registers VET training organisations who provide courses to domestic students only and who only offer training in Victoria.

To register to provide training to international students and in other Australian states and territories you will need to apply with ASQA.

QUALIFICATIONS

Code	Title	Qualification Nominal Hour Range	
		Minimum	**Maximum**
SIR10112	Certificate I in Retail Services	145	
SIR20112	Certificate II in Community Pharmacy	315	395
SIR20212	Certificate II in Retail Services	340	420
SIR20312	Certificate II in Retail Fast Food	364	424
SIR30112	Certificate III in Community Pharmacy	449	539
SIR30212	Certificate III in Retail Operations	325	455
SIR30312	Certificate III in Retail Supervision	315	415
SIR30412	Certificate III in Business to Business Sales	280	375
SIR40112	Certificate IV in Community Pharmacy	320	545
SIR40212	Certificate IV in Retail Management	295	535
SIR50112	Diploma of Retail Management	320	765
SIR50212	Diploma of Visual Merchandising	997	1295
SIR80112	Vocational Graduate Certificate in Retail Leadership	250	310

UNITS OF COMPETENCY AND NOMINAL HOURS

RTOs are advised that there is a mapping table inside each Training Package that describes the relationship between new units and superseded or replaced units from the previous version of **SIR07 Retail Services Training Package.** Information regarding transition arrangements can be obtained from the state or national VET Regulating Authority (see Contacts and Links section).

You must be sure that all training and assessment leading to qualifications or Statements of Attainment from the **SIR07 Retail Services Training Package** is conducted against the Training Package units of competency and complies with the requirements in the assessment guidelines.

Listing of the Units of Competency and Nominal Hours

Unit Code	Unit Title	Nominal Hours
SIRCCPM501	Lead and develop pharmacy teams	35
SIRCCPM502	Manage pharmacy sales and service delivery	35
SIRCCPM503	Manage pharmacy premises and equipment	30
SIRCCPM504	Investigate new front of pharmacy products and services	40
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers	10
SIRCDIS302	Deliver medicines to customers outside the pharmacy	8
SIRCDIS303	Assist in dispensing prescriptions	45
SIRCDIS404	Assist in dispensary stock control	20
SIRCDIS405	Assist in dispensary administration	20
SIRCDIS406	Assist in preparing dose administration aids	25
SIRCDIS407	Assist in preparing extemporaneous prescriptions	60
SIRCDIS408	Coordinate service to patients in residential care settings	25
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	20
SIRCHCS303	Advise on asthma management	20
SIRCHCS304	Advise on smoking cessation	20
SIRCHCS305	Advise on continence management	20
SIRCHCS306	Advise on complementary medicines	20
SIRCHCS407	Test blood pressure and advise on self-monitoring	30
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management	30
SIRCHCS409	Advise on diet, nutrition and weight-management products and services	20
SIRCHCS410	Advise on pregnancy and maternal health products and services	20
SIRCHCS411	Advise on wound care products and self-care	20
SIRCHCS412	Provide Australian Needle and Syringe Program services	15
SIRCHCS413	Supply and hire aids and equipment to support home health care	20
SIRCHCS414	Support the management of obstructive sleep apnoea	30
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews	20
SIRCIND201	Operate in a community pharmacy framework	15

Unit Code	Unit Title	Nominal Hours
SIRCIND202	Plan a career in community pharmacy	20
SIRCMER401	Market and promote a pharmacy products and services area	20
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	10
SIRCPPK202	Assist customers seeking eye and ear products	8
SIRCPPK203	Assist customers seeking first aid and wound care products	8
SIRCPPK204	Assist customers seeking oral care products	8
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	12
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	10
SIRCPPK207	Supply medical devices	10
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions	8
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions	6
SIRCPPK310	Assist customers seeking analgesic and anti-inflammatory products	8
SIRCPPK311	Assist customers seeking baby or infant care medicines and products	6
SIRCPPK312	Assist customers seeking sexual health medicines and products	10
SIRCQUA401	Coordinate a pharmacy quality system	40
SIRXADM001A	Apply retail office procedures	20
SIRXADM002A	Coordinate retail office	35
SIRXCLM101	Organise and maintain work areas	20
SIRXCLM402	Manage store facilities	25
SIRXCCS201	Apply point-of-sale handling procedures	20
SIRXCCS202	Interact with customers	30
SIRXCCS203	Promote loyalty programs	10
SIRXCCS304	Coordinate interaction with customers	35
SIRXCCS305	Maintain business to business relationships	35
SIRXCCS406	Provide customer service for high value and complex sales	20
SIRXCCS407	Develop business to business relationship	40
SIRXCCS408	Build retail relationships and sustain customer loyalty	40
SIRXCCS509	Manage business customers	40
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXCOM202	Communicate with customers using technologies	20
SIRXICT001A	Operate retail technology	20
SIRXICT002A	Use computers as part of business and e‑commerce processes	35
SIRXICT303	Operate retail information technology systems	35
SIRXICT404	Adopt mobile commerce applications to improve sales and service	50
SIRXEBS001A	Acquire and retain online customers	50
SIRXEBS002A	Manage retail brands online	50
SIRXEBS003A	Manage and promote business to business e‑commerce solutions	40
SIRXEBS004A	Select an e‑business model	50

Unit Code	Unit Title	Nominal Hours
SIRWFIN001A	Complete debtor processes	40
SIRWFIN002A	Manage debtor processes	35
SIRXFIN201	Balance and secure point-of-sale terminal	20
SIRXFIN002A	Perform retail finance duties	25
SIRXFIN003A	Produce financial reports	35
SIRXFIN004A	Manage financial resources	35
SIRXFIN005A	Manage operations to budget	60
SIRXFIN006A	Manage prices	50
SIRRFSA001A	Apply retail food safety practices	40
SIRRFSA302	Monitor food safety program	35
SIRXGLC401	Monitor compliance with legislative requirements for the establishment of a retail business	50
SIRXGLC502	Establish business legal and legislative requirements	60
SIRXHRM001A	Administer human resources policy	35
SIRXHRM002A	Recruit and select personnel	35
SIRXIND101	Work effectively in a customer service environment	45
SIRXIND102	Plan a career in the retail industry	20
SIRWINV301	Administer supply to a business	40
SIRWINV302	Monitor inventory capacity to meet demand	20
SIRXINV001A	Perform stock control procedures	35
SIRXINV002A	Maintain and order stock	35
SIRXINV003A	Plan inventory levels	45
SIRXINV404	Manage retail merchandise	25
SIRXINV005A	Control inventory	40
SIRXINV006A	Develop purchasing strategies	40
SIRXINV407	Manage suppliers	25
SIRXMGT001A	Coordinate work teams	35
SIRXMGT002A	Maintain employee relations	35
SIRXMGT003A	Lead and manage people	35
SIRXMGT004A	Analyse and communicate information	80
SIRXMGT005A	Set strategic plans	80
SIRXMGT006A	Initiate and implement change	150
SIRXMGT507	Manage staff through change	60
SIRXMGT508	Plan and prepare for business sustainability	40
SIRXMGT509	Manage diversity within the business	50
SIRXMPR001A	Profile a retail market	35
SIRXMPR002A	Provide marketing and promotion program support	30
SIRXMPR003A	Conduct telemarketing	35
SIRXMPR004A	Market products	40

Unit Code	Unit Title	Nominal Hours
SIRXMPR005A	Seize a business opportunity	35
SIRXMPR006A	Manage promotional activities	50
SIRXMPR007A	Devise a strategic marketing plan	80
SIRXMPR008A	Implement advertising and promotional activities	45
SIRRMER001A	Merchandise food products	25
SIRRMER002A	Pack and display meat products	25
SIRRMER003A	Prepare and display fast food items	25
SIRRMER004A	Prepare and display bakery products	25
SIRRMER405	Produce visual merchandising signs	30
SIRRMER406	Design, construct and maintain props	45
SIRRMER407	Design merchandisers	60
SIRRMER508	Produce retail visual illustrations	30
SIRRMER509	Manufacture visual merchandising signage and support structures	30
SIRRMER510	Produce working drawings	45
SIRRMER511	Plan, organise and maintain display lighting	60
SIRRMER512	Produce perspective drawings, plans and elevations	45
SIRRMER513	Develop concept visuals	45
SIRRMER514	Design and produce store plans and floor layouts	90
SIRRMER515	Manage visual merchandising projects	32
SIRRMER516	Style merchandise for photography	45
SIRRMER517	Develop and apply strategies for merchandising and corporate presentations	80
SIRRMER518	Present design concepts	25
SIRRMER519	Design and produce merchandising and in-store presentations	90
SIRXMER201	Merchandise products	30
SIRXMER202	Plan, create and maintain displays	35
SIRXMER303	Coordinate merchandise presentation	35
SIRXMER304	Present products	45
SIRXMER405	Manage store presentation and pricing	35
SIRXMER406	Monitor in-store visual merchandising display	35
SIRXMER407	Plan and build visual presentations for a range of merchandise categories	90
SIRRRPK001A	Advise on food products and services	24
SIRRRPK002A	Advise on meat products	20
SIRRRPK003A	Advise on fast food products	20
SIRRRPK004A	Advise on bakery products	20
SIRRRPK005A	Advise on seafood products	20
SIRRRPK006A	Recommend liquor products	35
SIRRRPK007A	Recommend and fit clothing or footwear products and services	35
SIRRRPK008A	Recommend jewellery products and services	35

Unit Code	Unit Title	Nominal Hours
SIRRRPK009A	Recommend toddler and baby products	35
SIRRRPK010A	Recommend home and home improvement products and services	35
SIRRRPK011A	Recommend books or newsagency services	40
SIRRRPK012A	Recommend business and leisure products and services	40
SIRRRPK013A	Hire and sell video and DVD products and services	35
SIRRRPK214	Recommend specialised products and services	35
SIRXRPK001A	Recommend health and nutritional products and services	25
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	25
SIRXPRO401	Maximise sales of branded products and services	45
SIRXPRO002A	Implement product recalls	30
SIRXPRO003A	Review product or service performance	50
SIRXPRO504	Maximise product sales and market share	50
SIRXPRO005A	Manage distribution processes	50
SIRXPRO006A	Forecast product performance	30
SIRXPRO007A	Improve supply and distribution chains	80
SIRXQUA001A	Develop innovative ideas at work	35
SIRXQUA002A	Lead a team to foster innovation	35
SIRXQUA003A	Create an innovative work environment	35
SIRXQUA004A	Set up systems that support innovation	35
SIRXQUA005A	Maintain operational quality and productivity	40
SIRXQUA006A	Benchmark and continuously improve operational quality	60
SIRXSRM801	Lead the organisation through change	70
SIRXSRM802	Lead the development of business opportunities	70
SIRXSRM803	Lead and develop retail staff	60
SIRXSRM804	Continuously improve operational retail processes	80
SIRXSRM805	Lead the strategic planning process in a service environment	80
SIRXSRM806	Manage and transform sales and service programs	60
SIRXSRM807	Lead the development of a visual merchandising strategy	60
SIRXSRM808	Plan and manage complex retail projects	60
SIRXSRM809	Manage retail operations in a region or area	80
SIRRPOS001A	Process postal outlet transactions	35
SIRRPOS002A	Handle mail received in a retail environment	20
SIRRPOS003A	Deliver mail in a retail environment	20
SIRRPOS004A	Handle customer interviews and applications	35
SIRXRSK201	Minimise loss	20
SIRXRSK002A	Maintain store security	20
SIRXRSK003A	Apply store security systems and procedures	35
SIRXRSK404	Control store security	35
SIRWSLS301	Build sales relationships	30

Unit Code	Unit Title	Nominal Hours
SIRWSLS302	Process product and service data	40
SIRWSLS303	Analyse and achieve sales targets	35
SIRWSLS304	Build sales of branded products	35
SIRWSLS305	Optimise customer and territory coverage	35
SIRXSLS201	Sell products and services	20
SIRXSLS002A	Advise on products and services	30
SIRXSLS303	Build relationships with customers	35
SIRXSLS304	Coordinate sales performance	35
SIRXSLS405	Coordinate a retail operation during economic downturns	40
SIRXSLS406	Manage sales and service delivery	35
SIRXSLS007A	Train sales representatives team members	35
SIRXSLS008A	Develop a sales strategy	60
SIRXSLS009A	Manage sales teams	35
SIRXSLS410	Lead a sales representatives team	30
SIRXWHS101	Apply safe work practices	20
SIRXWHS302	Maintain store safety	35
SIRXWHS403	Provide a safe work environment	35

SAMPLE TRAINING PROGRAMS

A range of Sample Training Plans have been provided to demonstrate the flexibility of qualifications contained in the of **SIR07 Retail Services Training Package Version 3**, but are by no means mandatory.

Occupation / Work Function	Retail Assistant	
Qualification Title	Certificate I in Retail Services	
Qualification Code	SIR10112	
Description	This qualification provides the foundation skills to work in a variety of retail store settings.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXIND101	Work effectively in a customer service environment	45
SIRXWHS101	Apply safe work practices	20
Electives		
SIRXCLM101	Organise and maintain work areas	20
SIRXICT001A	Operate retail technology	20
Total Hours		**145**

Occupation / Work Function	Pharmacy Assistant
Qualification Title	Certificate II in Community Pharmacy
Qualification Code	SIR20112
Description	This sample training program reflects the work role of an entry level pharmacy assistant performing general pharmacy duties in a retail pharmacy.

Unit Code	Unit Title	Hours
Core		
HLTIN301C	Comply with infection control policies and procedures	20
SIRCIND201	Operate in a community pharmacy framework	15
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRXCCS201	Apply point-of-sale handling procedures	20
SIRXCLM101	Organise and maintain work areas	20
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXIND101	Work effectively in a customer service environment	45
SIRXMER201	Merchandise products	30
SIRXRSK201	Minimise loss	20
SIRXWHS101	Apply safe work practices	20
Elective (8)		
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	10
SIRCPPK202	Assist customers seeking eye and ear products	8
SIRCPPK204	Assist customers seeking oral care products	8
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	12
SIRCPPK203	Assist customers seeking first aid and wound care products	8
SIRXINV001A	Perform stock control procedures	35
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	10
SIRXCCS202	Interact with customers	30
Total Hours		**366**

Occupation / Work Function	Sales Assistant	
Qualification Title	Certificate II in Retail Services	
Qualification Code	SIR20212	
Description	This sample training program is designed to reflect the role of entry level employees providing product and sales information to customers, selling, replenishing stock and maintaining displays.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXCCS201	Apply point-of-sale handling procedures	20
SIRXCCS202	Interact with customers	30
SIRXCLM101	Organise and maintain work areas	20
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXICT001A	Operate retail technology	20
SIRXIND101	Work effectively in a customer service environment	45
SIRXRSK201	Minimise loss	20
SIRXWHS101	Apply safe work practices	20
Elective		
SIRXSLS201	Sell products and services	20
SIRXFIN201	Balance and secure point-of-sale terminal	20
SIRXSLS002A	Advise on products and services	30
SIRXMER201	Merchandise products	30
SIRXMER202	Plan, create and maintain displays	35
SIRXSLS201	Sell products and services	20
Total Hours		**350**

Occupation / Work Function	Food Sales Assistant	
Qualification Title	Certificate II in Retail Fast Food	
Qualification Code	SIR20312	
Description	This sample training program is designed to reflect the role of entry level employees in a retail food outlet undertaking tasks such as selling food products and services.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRRFSA001A	Apply retail food safety practices	40
SIRRRPK001A	Advise on food products and services	24
SIRXCCS202	Interact with customers	30
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXIND101	Work effectively in a customer service environment	45
SIRXWHS101	Apply safe work practices	20
Elective		
SITXOHS002A	Follow workplace hygiene procedures	15
SIRRRPK003A	Advise on fast food products	20
SIRRMER003A	Prepare and display fast food items	25
SIRXSLS002A	Advise on products and services	30
SIRXMER202	Plan, create and maintain displays	35
SIRXINV002A	Maintain and order stock	35
SIRXINV001A	Perform stock control procedures	35
SIRXCLM101	Organise and maintain work areas	20
Total Hours		**414**

Occupation / Work Function	Pharmacy Assistant
Qualification Title	SIR30112
Qualification Code	Certificate III in Community Pharmacy
Description	This sample training program would be suitable for someone working or intending to work in a pharmacy providing general retail and pharmacy product sales and service advice and assistance and supporting the Pharmacist and senior pharmacy assistants in dispensary operations.

Unit Code	Unit Title	Hours
Core		
HLTIN301C	Comply with infection control policies and procedures	20
HLTCSD306C	Respond effectively to difficult or challenging behaviour	20
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers	10
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	12
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	10
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions	8
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions	6
SIRCPPK310	Assist customers seeking analgesic and anti-inflammatory products	8
SIRXCCS201	Apply point-of-sale handling procedures	20
SIRXCCS202	Interact with customers	30
SIRXCLM101	Organise and maintain work areas	20
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXIND101	Work effectively in a customer service environment	45
SIRXINV001A	Perform stock control procedures	35
SIRXRSK201	Minimise loss	20
SIRXWHS101	Apply safe work practices	20
Elective		
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	20

SIRCHCS303	Advise on asthma management	20
SIRCHCS304	Advise on smoking cessation	20
SIRCDIS303	Assist in dispensing prescriptions	45
SIRCHCS306	Advise on complementary medicines	20
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	10
SIRCPPK202	Assist customers seeking eye and ear products	8
SIRCPPK203	Assist customers seeking first aid and wound care products	8
SIRCPPK204	Assist customers seeking oral care products	8
Total Hours		**498**

Occupation / Work Function	Sales Assistant	
Qualification Title	SIR30212	
Qualification Code	Certificate III in Retail Operations	
Description	This sample training program reflects the role of those working in small and large retail stores and can provide in-depth product and service advice.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	40
SIRXIND101	Work effectively in a customer service environment	45
SIRXSLS201	Sell products and services	20
SIRXSLS303	Build relationships with customers	35
SIRXWHS101	Apply safe work practices	20
SIRXWHS302	Maintain store safety	35
Elective		
SIRXMGT001A	Coordinate work teams	35
SIRXADM002A	Coordinate retail office	35
SIRXICT001A	Operate retail technology	20
SIRXCCS203	Promote loyalty programs	10
SIRXCCS202	Interact with customers	30
SIRXMER202	Plan, create and maintain displays	35
SIRXCOM202	Communicate with customers using technologies	20
SIRXMER304	Present products	45
Total Hours		**425**

Occupation / Work Function	Senior Sales Assistant	
Qualification Title	Certificate III in Retail Supervision	
Qualification Code	SIR30312	
Description	This sample training program reflects the role of someone working in small and large retail stores where coordination and supervision of others is required.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXCCS304	Coordinate interaction with customers	35
SIRXMGT001A	Coordinate work teams	35
SIRXMGT002A	Maintain employee relations	35
SIRXRSK002A	Maintain store security	20
SIRXSLS304	Coordinate sales performance	35
SIRXWHS302	Maintain store safety	35
Elective		
SIRXADM002A	Coordinate retail office	35
SIRXFIN003A	Produce financial reports	35
SIRXQUA001A	Develop innovative ideas at work	35
SIRRPOS004A	Handle customer interviews and applications	35
SIRWSLS301	Build sales relationships	30
SIRWSLS303	Analyse and achieve sales targets	35
Total Hours		**400**

Occupation / Work Function	Business-to-business Sales Officer	
Qualification Title	Certificate III in Business to Business	
Qualification Code	SIR30412	
Description	This sample training program reflects the role of someone with responsibility for building sales and supervising staff within a variety of business-to business settings such as trade, building,parts and equipment suppliers.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRWSLS305	Optimise customer and territory coverage	35
SIRXCCS305	Maintain business to business relationships	35
SIRXIND101	Work effectively in a customer service environment	45
SIRXSLS303	Build relationships with customers	35
SIRXWHS101	Apply safe work practices	20
Elective		
BSBCCO301A	Use multiple information systems	40
SIRWINV301	Administer supply to a business	40
SIRWINV302	Monitor inventory capacity to meet demand	20
SIRWSLS301	Build sales relationships	30
SIRXMPR008A	Implement advertising and promotional activities	45
Total Hours		**345**

Occupation / Work Function	Pharmacy Assistant	
Qualification Title	Certificate IV in Community Pharmacy	
Qualification Code	SIR40112	
Description	This sample training program reflects the role of pharmacy assistants who work with a higher level of autonomy to directly support the Pharmacist and supervise the work of others.	
Unit Code	**Unit Title**	**Hours**
Core		
HLTCSD306C	Respond effectively to difficult or challenging behaviour	20
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	20
SIRXWHS302	Maintain store safety	35
SIRXMGT003A	Lead and manage people	35
Elective		
SIRXINV001A	Perform stock control procedures	35
SIRCDIS404	Assist in dispensary stock control	20
SIRXINV003A	Plan inventory levels	45
SIRXINV005A	Control inventory	40
SIRXMER405	Manage store presentation and pricing	35
BSBMGT403A	Implement continuous improvement	40
BSBFIA302A	Process payroll	30
SIRXFIN003A	Produce financial reports	35
SIRXHRM001A	Administer human resources policy	35
SIRXCCS304	Coordinate interaction with customers	35
Total Hours		**460**

Occupation / Work Function	Store Manager	
Qualification Title	Certificate IV in Retail Management	
Qualification Code	SIR40212	
Description	This sample training program reflects the role of someone working with a high degree of autonomy in a small retail business with responsibility for business planning, implementation and monitoring.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXMER405	Manage store presentation and pricing	35
SIRXMGT003A	Lead and manage people	35
SIRXWHS403	Provide a safe work environment	35
Elective		
SIRXCCS407	Develop business to business relationship	40
BSBREL402A	Build client relationships and business networks	50
BSBSMB406A	Manage small business finances	60
SIRXGLC401	Monitor compliance with legislative requirements for the establishment of a retail business	50
BSBSMB401A	Establish legal and risk management requirements of small business	60
SIRXEBS004A	Select an e‑business model	50
SIRXEBS001A	Acquire and retain online customers	50
Total Hours		**465**

Occupation / Work Function	Merchandise Manager
Qualification Title	Diploma of Retail Management
Qualification Code	SIR50112
Description	This sample training program reflects the role of a merchandise manager in a larger retail business with responsibility for purchasing and sales and service delivery activities.

Unit Code	Unit Title	Hours
Core		
SIRXFIN005A	Manage operations to budget	60
SIRXSLS009A	Manage sales teams	35
Elective		
SIRXSLS008A	Develop a sales strategy	60
SIRXGLC502	Establish business legal and legislative requirements	60
SIRXMPR007A	Devise a strategic marketing plan	80
BSBWRK509A	Manage industrial relations	80
SIRXMGT004A	Analyse and communicate information	80
SIRXMGT005A	Set strategic plans	80
SIRXMGT006A	Initiate and implement change	150
Total Hours		**685**

Occupation / Work Function	Visual Merchandiser
Qualification Title	Diploma of Visual Merchandising
Qualification Code	SIR50212
Description	This sample training program reflects the role of a specialist visual merchandiser who develops and designs merchandising concepts and has responsibility for managing a team.

Unit Code	Unit Title	Hours
Core		
BSBDES301A	Explore the use of colour	40
BSBDES302A	Explore and apply the creative design process to 2D forms	50
BSBDES303A	Explore and apply the creative design process to 3D forms	50
BSBDES305A	Source and apply information on the history and theory of design	65
CUVDIG201A	Develop digital imaging skills	50
SIRRMER508	Produce retail visual illustrations	30
SIRRMER509	Manufacture visual merchandising signage and support structures	30
SIRRMER510	Produce working drawings	45
SIRRMER511	Plan, organise and maintain display lighting	60
SIRRMER519	Design and produce merchandising and in-store presentations	90
SIRXIND101	Work effectively in a customer service environment	45
SIRXIND102	Plan a career in the retail industry	20
SIRXMER304	Present products	45
SIRXMER407	Plan and build visual presentations for a range of merchandise categories	90
SIRXWHS101	Apply safe work practices	20
Elective		
SIRRMER517	Develop and apply strategies for merchandising and corporate presentations	80
SIRRMER513	Develop concept visuals	45
CUVPHI401A	Capture images in response to a brief	150
SIRXMER406	Monitor in-store visual merchandising display	35
CUVPHI302A	Capture photographic images	50

SIRRMER515	Manage visual merchandising projects	32
SIRRMER407	Design merchandisers	60
CUFDIG304A	Create visual design components	30
Total Hours		**1212**

Occupation / Work Function	Senior Manager	
Qualification Title	Vocational Graduate Certificate in Retail Leadership	
Qualification Code	SIR80112	
Description	This sample training program reflects the role of a senior manager with overarching business responsibilities in workplaces of various sizes. They may make significant, high level and independent judgements. They may also have responsibility and broad ranging accountability for the structure, management and output of the work of others or for discrete functions.	
Unit Code	**Unit Title**	**Hours**
Core		
SIRXSRM805	Lead the strategic planning process in a service environment	80
SIRXSRM801	Lead the organisation through change	70
SIRXSRM802	Lead the development of business opportunities	70
SIRXSRM804	Continuously improve operational retail processes	80
Total Hours		**300**

CONTACTS AND LINKS

Industry Skills Council (ISC)		
e.g. Service Skills Australia	This ISC is responsible for developing this of **SIR07 Retail Services Training Package Version 3** and can be contacted for further information. You can also source copies of the Training Package and support material.	Level 10, 171 Clarence Street Sydney NSW 2000 info@serviceskills.com.au www.serviceskills.com.au

National Register for VET in Australia		
Training.gov.au (TGA)	TGA is the Australian governments' official National Register of information on Training Packages, qualifications, courses, units of competency and RTOs.	training.gov.au

Australian Government		
The Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	DIISRTE provides a range of services and resources to assist in delivery of Training Packages. Search the DIISRTE website for links to a range of relevant resources and publications.	http://www.innovation.gov.au You may also find Department of Education Employment and Workplace Relations website of use http://www.deewr.gov.au

State Government		
Department of Education and Early Childhood Development Higher Education and Skills Group	Higher Education and Skills Group is responsible for funding and the implementation of Vocational Education and Training (VET) in Victoria, including Apprenticeships and Traineeships.	General information: www.skills.vic.gov.au Approved Training Schemes: http://www.skills.vic.gov.au/corporate/publications/brochures-and-fact-sheets/apprenticeships-and-traineeships-in-victoria-industry-guides

Curriculum Maintenance Manager (CMM)		
Wholesale, Retail and Personal Services (WRAPS)	The CMM service is provided by Executive Officers located within Victorian TAFE institutes on behalf of Higher Education and Skills Group.	Teresa Signorello Victoria University PO Box 14428, Melbourne VIC 8001 (03) 9919-5311 (03) 9919-5274 Teresa.Signorello@vu.edu.au

State VET Regulatory Authority		
Victorian Registration and Qualifications Authority (VRQA)	The VRQA is a statutory authority responsible for the registration of education and training providers in Victoria to ensure the delivery of quality education and training.	www.vrqa.vic.gov.au Phone: 03 9637 2806

National VET Regulatory Authority		
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's VET sector vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.	www.asqa.gov.au Info line: 1300 701 801

GLOSSARY

Code	Nationally endorsed Training Package qualification code.
Title	Nationally endorsed Training Package qualification title.
Unit Code	Nationally endorsed Training Package unit code.
Unit Title	Nationally endorsed Training Package unit title.
Nominal Hours	The anticipated hours of supervised learning or training deemed necessary to conduct training and assessment activities associated with the program of study. These hours are determined by the Victorian State Training Authority. Nominal hours may vary for a qualification depending on the units of competency selected.
Scope of Registration	Scope of registration specifies the AQF qualifications and/or units of competency the training organisation is registered to issue and the industry training and/or assessment services it is registered to provide.