**Victorian Purchasing Guide**

**for**

**SIR07 Retail Services Training Package**

**Version No 1**

**May 2008**



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Victorian Purchasing Guide ⎯ Version History

|  |  |  |
| --- | --- | --- |
| Training Package Version  | Date VPGApproved | Comments |
| 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. |

**SIR07 Retail Services Training Package Victorian Purchasing Guide**

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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** |
| SIR10107 | Certificate I in Retail Services | 145 | 145 |
| SIR20107 | Certificate II in Community Pharmacy | 399 | 435 |
| SIR20207 | Certificate II in Retail | 340 | 420 |
| SIR20307 | Certificate II in Wholesale | 375 | 455 |
| SIR30107 | Certificate III in Community Pharmacy | 609 | 840 |
| SIR30207 | Certificate III in Retail | 220 | 350 |
| SIR30307 | Certificate III in Wholesale | 290 | 410 |
| SIR40107 | Certificate IV in Community Pharmacy | 684 | 1005 |
| SIR40207 | Certificate IV in Retail Management | 245 | 575 |
| SIR50107 | Diploma of Retail Management | 355 | 810 |
| SIR50207 | Diploma of Visual Merchandising | 1397 | 1640 |

UNITS OF COMPETENCY AND NOMINAL HOURS

RTOs are advised that there is a mapping inside the 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** |
| --- | --- | --- |
| SIRXADM001A | Apply retail office procedures | 20 |
| SIRXADM002A | Coordinate retail office | 35 |
| SIRXCCS001A | Apply point-of-sale handling procedures | 20 |
| SIRXCCS002A | Interact with customers | 30 |
| SIRXCCS003A | Coordinate interaction with customers | 35 |
| SIRXCCS004A | Develop business to business relationships | 40 |
| SIRXCCS005A | Manage business customers | 40 |
| SIRXCCS006A | Maintain business to business relationships | 35 |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCLM002A | Manage store facilities | 25 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| 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 |
| SIRXFIN001A | Balance 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 |
| SIRXGLC001A | Monitor compliance with legal and legislative requirements affecting business operations | 50 |
| SIRXGLC002A | Establish compliance with legal and legislative requirements | 50 |
| SIRXGLC003A | Comply with legislative requirements affecting business activities | 30 |
| SIRXHRM001A | Administer human resources policy | 35 |
| SIRXHRM002A | Recruit and select personnel | 35 |
| SIRXICT001A | Operate retail technology | 20 |
| SIRXICT002A | Use computers as part of business and e-commerce processes | 35 |
| SIRXICT003A | Operate retail information technology systems | 35 |
| SIRXICT004A | Adopt mobile commerce applications to improve sales and service | 50 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXINV002A | Maintain and order stock | 35 |
| SIRXINV003A | Plan inventory levels | 45 |
| SIRXINV004A | Buy merchandise | 50 |
| SIRXINV005A | Control inventory | 40 |
| SIRXINV006A | Develop purchasing strategies | 40 |
| SIRXMER001A | Merchandise products | 30 |
| SIRXMER002A | Coordinate merchandise presentation | 35 |
| SIRXMER003A | Monitor instore visual merchandising display | 35 |
| SIRXMER004A | Manage merchandise and store presentation | 35 |
| SIRXMER005A | Create a display | 35 |
| SIRXMER006A | Present products | 45 |
| SIRXMER007A | Demonstrate merchandising and category presentation skills | 90 |
| 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 |
| SIRXMPR001A | Profile a retail market | 35 |
| SIRXMPR002A | Provide marketing and promotion program support | 30 |
| SIRXMPR003A | Conduct telemarketing | 35 |
| SIRXMPR004A | Market products | 40 |
| 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 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXOHS002A | Maintain store safety | 35 |
| SIRXOHS003A | Provide a safe working environment | 35 |
| SIRXPRO001A | Maximise sales of branded products | 45 |
| SIRXPRO002A | Implement product recalls | 30 |
| SIRXPRO003A | Review product or service performance | 50 |
| SIRXPRO004A | Maximise product sales and market share | 50 |
| SIRXPRO005A | Manage distribution processes | 50 |
| SIRXPRO006A | Forecast product performance | 30 |
| SIRXPRO007A | Improve supply and distribution chains | 80 |
| SIRXPRO008A | Access product and service performance data | 30 |
| 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 |
| SIRXRPK001A | Recommend health and nutritional products | 25 |
| SIRXRPK002A | Recommend hair, beauty and cosmetic products and services | 25 |
| SIRXRSK001A | Minimise theft | 20 |
| SIRXRSK002A | Maintain store security | 20 |
| SIRXRSK003A | Apply store security systems and procedures | 35 |
| SIRXRSK004A | Control store security | 35 |
| SIRXSLS001A | Sell products and services | 20 |
| SIRXSLS002A | Advise on products and services | 30 |
| SIRXSLS003A | Coordinate sales performance | 35 |
| SIRXSLS004A | Build relationships with customers | 35 |
| SIRXSLS005A | Manage sales and service delivery | 35 |
| SIRXSLS006A | Lead a sales team | 30 |
| SIRXSLS007A | Train sales team members | 35 |
| SIRXSLS008A | Develop a sales strategy | 60 |
| SIRXSLS009A | Manage sales teams | 35 |
| SIRPDIS001A | Accept prescriptions and deliver medicine | 10 |
| SIRPDIS002A | Deliver prescription medicines to customers outside the pharmacy | 8 |
| SIRPDIS003A | Assist in dispensary operations | 45 |
| SIRPDIS004A | Assist in dispensary stock control | 20 |
| SIRPDIS005A | Assist in preparing dose administration containers | 25 |
| SIRPDIS006A | Assist in preparing extemporaneous prescriptions | 60 |
| SIRPMER001A | Market and promote pharmacy products and services area | 20 |
| SIRPPKS001A | Support the sale of pharmacy and pharmacist-only medicines | 15 |
| SIRPPKS002A | Identify, locate and sell products related to allergies | 6 |
| SIRPPKS003A | Identify, locate and sell analgesic and anti-inflammatory products | 8 |
| SIRPPKS004A | Identify, locate and sell baby and infant products | 6 |
| SIRPPKS005A | Identify, locate and sell cough and cold products | 12 |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 8 |
| SIRPPKS007A | Identify, locate and sell products for gastro-intestinal conditions | 8 |
| SIRPPKS008A | Identify, locate and sell first aid and wound care products | 8 |
| SIRPPKS009A | Identify, locate and sell products for skin and fungal conditions | 10 |
| SIRPPKS010A | Assist in the management of pharmacy and pharmacist-only medicines | 20 |
| SIRPPKS011A | Provide information, products and services on asthma | 20 |
| SIRPPKS012A | Provide information, products and services on blood pressure | 20 |
| SIRPPKS013A | Provide information, products and services on complementary medicine | 20 |
| SIRPPKS014A | Provide information, products and services on diabetes | 20 |
| SIRPPKS015A | Provide information, products and services on diet, nutrition and weight management | 20 |
| SIRPPKS016A | Provide information, products and services to support home health care | 10 |
| SIRPPKS017A | Provide information, products and services on pregnancy and maternal health | 20 |
| SIRPPKS018A | Provide information, products and services on smoking cessation | 20 |
| SIRPPKS019A | Provide information, products and services on women’s and men’s health | 10 |
| SIRPPKS020A | Provide information, products and services on wound care | 20 |
| SIRRFSA001A | Apply retail food safety practices | 40 |
| SIRRFSA002A | Monitor food safety program | 35 |
| SIRRIND001A | Work effectively as a visual merchandiser | 30 |
| 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 |
| SIRRMER005A | Produce retail visual illustrations | 30 |
| SIRRMER006A | Manufacture visual merchandising support structures | 30 |
| SIRRMER007A | Apply lettering | 70 |
| SIRRMER008A | Produce working drawings | 45 |
| SIRRMER009A | Produce perspective drawings, plans and elevations | 45 |
| SIRRMER010A | Design, construct and maintain props and merchandisers | 45 |
| SIRRMER011A | Develop concept visuals | 45 |
| SIRRMER012A | Maintain display lighting and brief lighting designers | 60 |
| SIRRMER013A | Design and produce store plans and floor layouts | 90 |
| SIRRMER014A | Manage visual merchandising projects | 32 |
| SIRRMER015A | Design merchandisers | 60 |
| SIRRMER016A | Style merchandise for photography | 45 |
| SIRRMER017A | Design and produce merchandising and in-store presentations | 90 |
| SIRRMER018A | Develop and apply strategies for merchandising and corporate presentation | 80 |
| SIRRMER019A | Present design concepts | 25 |
| SIRRMER020A | Create and implement exhibition space | 80 |
| 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 |
| 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 |
| SIRRRPK014A | Recommend specialised products and services | 35 |
| 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 |
| SIRWFIN001A | Complete debtor process | 40 |
| SIRWFIN002A | Manage debtor processes | 35 |
| SIRWIND001A | Confirm wholesale business practices | 20 |
| SIRWINV001A | Process purchases | 30 |
| SIRWINV002A | Administer supply into a business | 40 |
| SIRWINV003A | Monitor inventory capacity to meet demand | 20 |
| SIRWSLS001A | Sell products and services to business customers | 20 |
| SIRWSLS002A | Build sales relationships | 30 |
| SIRWSLS003A | Optimise customer and territory coverage | 35 |
| SIRWSLS004A | Process product and service data | 40 |
| SIRWSLS005A | Analyse and achieve sales targets | 35 |
| SIRWSLS006A | Build sales of branded products | 35 |

SAMPLE TRAINING PROGRAMS

A range of Sample Training Plans have been provided to demonstrate the flexibility of qualifications contained in the **SIR07 Retail Services Training Package Version 1**, but are by no means mandatory.

|  |  |
| --- | --- |
| Occupation /Work Function | Retail Assistant  |
| Qualification Title  | Certificate I in Retail Services  |
| Qualification Code | SIR10107 |
| Description | This qualification provides the foundation skills to work in a variety of retail store settings. |
| Unit Code | Unit Title | Hours |
| *Core* |  |  |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXICT001A | Operate retail technology | 20 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXOHS001A | Apply safe working practices | 20 |
| Total Hours |  | 145 |

|  |  |
| --- | --- |
| Occupation /Work Function | Pharmacy Assistant  |
| Qualification Title  | Certificate II in Community Pharmacy |
| Qualification Code | SIR20107 |
| 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*** |  |  |
| SIRPDIS001A | Accept prescriptions and deliver medicine | 10 |
| SIRPPKS001A | Support the sale of pharmacy and pharmacist‑only medicines | 15 |
| SIRPPKS002A | Identify, locate and sell products related to allergies | 6 |
| SIRPPKS003A | Identify, locate and sell analgesic and anti‑inflammatory products | 8 |
| SIRPPKS005A | Identify, locate and sell cough and cold products | 12 |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 8 |
| SIRPPKS007A | Identify, locate and sell products for gastro‑intestinal conditions | 8 |
| SIRPPKS008A | Identify, locate and sell first aid and wound care products | 8 |
| SIRPPKS009A | Identify, locate and sell products for skin and fungal conditions | 10 |
| SIRXCCS001A | Apply point-of-sale handling procedures | 20 |
| SIRXCCS002A | Interact with customers | 30 |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXMER001A | Merchandise products | 30 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXRSK001A | Minimise theft | 20 |
| SIRXSLS001A | Sell products and services | 20 |
| ***Elective (3)*** |  |  |
| SIRPPKS004A | Identify, locate and sell baby and infant products | 6 |
| SIRPDIS002A | Deliver prescription medicines to customers outside the pharmacy | 8 |
| SIRXFIN001A | Balance point-of-sale terminal | 20 |
| Total Hours |  | **399** |

|  |  |
| --- | --- |
| Occupation /Work Function | Sales Assistant |
| Qualification Title  | Certificate II in Retail  |
| Qualification Code | SIR20207 |
| 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* |  |  |
| SIRXCCS001A | Apply point-of-sale handling procedures | 20 |
| SIRXCCS002A | Interact with customers | 30 |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXICT001A | Operate retail technology | 20 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXRSK001A | Minimise theft | 20 |
| *Elective* |  |  |
| SIRXSLS001A | Sell products and services | 20 |
| SIRXFIN001A | Balance point-of-sale terminal | 20 |
| SIRXSLS002A | Advise on products and services | 30 |
| SIRXMER001A | Merchandise products | 30 |
| SIRXMER005A | Create a display | 35 |
| Total Hours |  | 385 |

|  |  |
| --- | --- |
| Occupation /Work Function | Order processor |
| Qualification Title  | Certificate II in Wholesale |
| Qualification Code | SIR20307 |
| Description | This sample training program is designed to reflect the role of entry level employees in the wholesale industry undertaking tasks such as processing business orders. |
| Unit Code | Unit Title | Hours |
| ***Core*** |  |  |
| SIRWIND001A | Confirm wholesale business practices | 20 |
| SIRWSLS001A | Sell products and services to business customers | 20 |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXGLC003A | Comply with legislative requirements affecting business activities | 30 |
| SIRXICT002A | Use computers as part of business and e‑commerce processes | 35 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXPRO008A | Access product and service performance data | 30 |
| ***Elective*** |  |  |
| TDTD197B | Shift materials safely using manual handling methods | 20 |
| TDTA2197B | Despatch stock | 20 |
| TDTA1297B | Pick and process orders | 20 |
| TDTA1197B | Package goods | 20 |
| **Total Hours** |  | **375** |

|  |  |
| --- | --- |
| Occupation /Work Function | Pharmacy Assistant |
| Qualification Title  | SIR30107 |
| 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*** |  |  |
| HLTCSD306B | Respond effectively to difficult or challenging behaviour | 20 |
| SIRPDIS001A | Accept prescriptions and deliver medicine | 10 |
| SIRPPKS001A | Support the sale of pharmacy and pharmacist‑only medicines | 15 |
| SIRPPKS002A | Identify, locate and sell products related to allergies | 6 |
| SIRPPKS003A | Identify, locate and sell analgesic and anti‑inflammatory products | 8 |
| SIRPPKS005A | Identify, locate and sell cough and cold products | 12 |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 8 |
| SIRPPKS007A | Identify, locate and sell products for gastro‑intestinal conditions | 8 |
| SIRPPKS008A | Identify, locate and sell first aid and wound care products | 8 |
| SIRPPKS009A | Identify, locate and sell products for skin and fungal conditions | 10 |
| SIRPPKS010A | Assist in the management of pharmacy and pharmacist‑only medicines | 20 |
| SIRXCCS001A | Apply point-of-sale handling procedures | 20 |
| SIRXCCS002A | Interact with customers | 30 |
| SIRXCLM001A | Organise and maintain work areas | 20 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXMER001A | Merchandise products | 30 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXRSK001A | Minimise theft | 20 |
| SIRXSLS001A | Sell products and services | 20 |
| ***Elective*** |  |  |
| SIRPPKS016A | Provide information, products and services to support home health care | 10 |
| SIRPPKS019A | Provide information, products and services on women’s and men’s health | 10 |
| SIRPPKS015A | Provide information, products and services on diet, nutrition and weight management  | 20 |
| SIRPDIS004A | Assist in dispensary stock control | 20 |
| SIRPPKS011A | Provide information, products and services on asthma | 20 |
| SIRPPKS012A | Provide information, products and services on blood pressure | 20 |
| SIRPPKS013A | Provide information, products and services on complementary medicine | 20 |
| SIRPPKS014A | Provide information, products and services on diabetes | 20 |
| SIRPPKS017A | Provide information, products and services on pregnancy and maternal health | 20 |
| SIRPDIS003A | Assist in dispensary operations | 45 |
| SIRPPKS004A | Identify, locate and sell baby and infant products | 6 |
| SIRXFIN001A | Balance point-of-sale terminal | 20 |
| SIRPMER001A | Market and promote pharmacy products and services area | 20 |
| **Total Hours** |  | **656** |

|  |  |
| --- | --- |
| Occupation /Work Function | Assistant Store Manager |
| Qualification Title  | SIR30207 |
| Qualification Code | Certificate III in Retail  |
| Description | This sample training program reflects the role of those working in small and large retail stores where coordination and supervision of others is required.  |
| Unit Code | Unit Title | Hours |
| ***Core*** |  |  |
| SIRXOHS002A | Maintain store safety | 35 |
| SIRXRSK002A | Maintain store security | 20 |
| SIRXSLS004A | Build relationships with customers | 35 |
| ***Elective*** |  |  |
| SIRXMGT001A | Coordinate work teams | 35 |
| SIRXADM002A | Coordinate retail office | 35 |
| SIRXICT003A | Operate retail information technology systems | 35 |
| SIRXMER002A | Coordinate merchandise presentation | 35 |
| SIRXMGT002A | Maintain employee relations | 35 |
| SIRXCCS003A | Coordinate interaction with customers | 35 |
| BSBCMN301A | Exercise initiative in a business environment | 20 |
| **Total Hours** |  | **320** |

|  |  |
| --- | --- |
| Occupation /Work Function | Sales Coordinator |
| Qualification Title  | Certificate III in Wholesale |
| Qualification Code | SIR30307 |
| Description | This sample training program reflects the role of someone with responsibility for building sales and supervising staff within a variety of wholesale settings such as trade, building, and parts and equipment suppliers. |
| Unit Code | Unit Title | Hours |
| ***Core*** |  |  |
| SIRWSLS003A | Optimise customer and territory coverage | 35 |
| SIRXCCS006A | Maintain business to business relationships | 35 |
| SIRXSLS004A | Build relationships with customers | 35 |
| ***Elective*** |  |  |
| SIRWINV003A | Monitor inventory capacity to meet demand | 20 |
| SIRWSLS002A | Build sales relationships | 30 |
| SIRXCCS003A | Coordinate interaction with customers | 35 |
| SIRXMGT001A | Coordinate work teams | 35 |
| SIRXMGT002A | Maintain employee relations | 35 |
| SIRWSLS006A | Build sales of branded products | 35 |
| SIRXMPR008A | Implement advertising and promotional activities | 45 |
| **Total Hours** |  | **340** |

|  |  |
| --- | --- |
| Occupation /Work Function | Pharmacy Assistant |
| Qualification Title  | Certificate IV in Community Pharmacy |
| Qualification Code | SIR40107 |
| 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* |  |  |
| HLTCSD306B | Respond effectively to difficult or challenging behaviour | 20 |
| SIRPDIS001A | Accept prescriptions and deliver medicine | 10 |
| SIRPPKS001A | Support the sale of pharmacy and pharmacist‑only medicines | 15 |
| SIRPPKS002A | Identify, locate and sell products related to allergies | 6 |
| SIRPPKS003A | Identify, locate and sell analgesic and anti‑inflammatory products | 8 |
| SIRPPKS005A | Identify, locate and sell cough and cold products | 12 |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 8 |
| SIRPPKS007A | Identify, locate and sell products for gastro‑intestinal conditions | 8 |
| SIRPPKS008A | Identify, locate and sell first aid and wound care products | 8 |
| SIRPPKS009A | Identify, locate and sell products for skin and fungal conditions | 10 |
| SIRPPKS010A | Assist in the management of pharmacy and pharmacist‑only medicines | 20 |
| SIRXCCS003A | Coordinate interaction with customers | 35 |
| SIRXIND001A | Work effectively in a retail environment | 45 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXMER001A | Merchandise products | 30 |
| SIRXMGT003A | Lead and manage people | 35 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXOHS002A | Maintain store safety | 35 |
| SIRXOHS003A | Provide a safe working environment | 35 |
| SIRXRSK001A | Minimise theft | 20 |
| SIRXRSK002A | Maintain store security | 20 |
| SIRXSLS005A | Manage sales and service delivery | 35 |
| *Elective* |  |  |
| SIRPDIS006A | Assist in preparing extemporaneous prescriptions | 60 |
| SIRPPKS015A | Provide information, products and services on diet, nutrition and weight management  | 20 |
| SIRPPKS016A | Provide information, products and services to support home health care | 10 |
| SIRPPKS019A | Provide information, products and services on women’s and men’s health | 10 |
| SIRPDIS004A | Assist in dispensary stock control | 20 |
| SIRXFIN001A | Balance point-of-sale terminal | 20 |
| SIRXCLM002A | Manage store facilities | 25 |
| BSBADM308A | Process payroll | 30 |
| SIRXFIN004A | Manage financial resources | 35 |
| SIRXHRM001A | Administer human resources policy | 35 |
| SIRXHRM002A | Recruit and select personnel | 35 |
| Total Hours |  | 770 |

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| Occupation /Work Function | Store Manager |
| Qualification Title  | Certificate IV in Retail Management |
| Qualification Code | SIR40207 |
| 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* |  |  |
| SIRXMER004A | Manage merchandise and store presentation | 35 |
| SIRXMGT003A | Lead and manage people | 35 |
| SIRXOHS003A | Provide a safe working environment | 35 |
| *Elective* |  |  |
| SIRXINV004A | Buy merchandise | 50 |
| SIRXGLC001A | Monitor compliance with legal and legislative requirements affecting business operations | 50 |
| BSBSBM404B | Undertake business planning | 60 |
| BSBSBM401A | Establish business and legal requirements | 50 |
| BSBMKG404A | Forecast market and business needs | 60 |
| BSBMKG403A | Analyse market data | 60 |
| BSBFLM505B | Manage operational plan | 60 |
| Total Hours |  | 495 |

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| Occupation /Work Function | Merchandise Manager |
| Qualification Title  | Diploma of Retail Management  |
| Qualification Code | SIR50107 |
| 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 |
| SIRXMGT005A | Set strategic plans | 80 |
| ***Elective*** |  |  |
| SIRXSLS008A | Develop a sales strategy | 60 |
| SIRXSLS005A | Manage sales and service delivery | 35 |
| SIRXINV006A | Develop purchasing strategies | 40 |
| SIRXMPR006A | Manage promotional activities | 50 |
| SIRXGLC002A | Establish compliance with legal and legislative requirements | 50 |
| SIRXSLS009A | Manage sales teams | 35 |
| SIRXFIN006A | Manage prices | 50 |
| **Total Hours** |  | **460** |

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| Occupation /Work Function | Visual Merchandiser |
| Qualification Title  | Diploma of Visual Merchandising |
| Qualification Code | SIR50207 |
| 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*** |  |  |
| CUFMEM14A | Create, manipulate and incorporate 2D graphics | 25 |
| CUVDES01A | Apply colour theory in response to a brief | 30 |
| CUVDES02A | Apply the design process to 2‑dimensional work in response to a brief | 50 |
| CUVDES03A | Apply the design process to 3‑dimensional work in response to a brief | 50 |
| CUVDSP04A | Research and apply the history of design to design practice | 65 |
| CUVVSP11A | Apply techniques to produce digital images | 50 |
| SIRRIND001A | Work effectively as a visual merchandiser | 30 |
| SIRRMER005A | Produce retail visual illustrations | 30 |
| SIRRMER006A | Manufacture visual merchandising support structures | 30 |
| SIRRMER007A | Apply lettering | 70 |
| SIRRMER008A | Produce working drawings | 45 |
| SIRRMER009A | Produce perspective drawings, plans and elevations | 45 |
| SIRRMER010A | Design, construct and maintain props and merchandisers | 45 |
| SIRRMER011A | Develop concept visuals | 45 |
| SIRRMER012A | Maintain display lighting and brief lighting designers | 60 |
| SIRRMER013A | Design and produce store plans and floor layouts  | 90 |
| SIRRMER015A | Design merchandisers | 60 |
| SIRXCOM001A | Communicate in the workplace | 40 |
| SIRXMER003A | Monitor instore visual merchandising display | 35 |
| SIRXMER004A | Manage merchandise and store presentation | 35 |
| SIRXMER006A | Present products | 45 |
| SIRXMER007A | Demonstrate merchandising and category presentation skills | 90 |
| SIRXMPR001A | Profile a retail market | 35 |
| SIRXOHS001A | Apply safe working practices | 20 |
| SIRXOHS002A | Maintain store safety | 35 |
| SIRXQUA002A | Lead a team to foster innovation | 35 |
| ***Elective*** |  |  |
| SIRRMER017A | Design and produce merchandising and in-store presentations | 90 |
| SIRRMER019A | Present design concepts | 25 |
| SIRRMER018A | Develop and apply strategies for merchandising and corporate presentation | 80 |
| SIRRMER014A | Manage visual merchandising projects | 32 |
| SIRXMGT003A | Lead and manage people | 35 |
| CUFMEM06A | Design a multimedia product | 50 |
| **Total Hours** |  | **1502** |

CONTACTS AND LINKS

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| **Industry Skills Council (ISC)** |
| Service Skills Australia | This ISC is responsible for developing this **SIR07 Retail Services Training Package Version 1** and can be contacted for further information. You can also source copies of the Training Package and support material. | Level 10, 171 Clarence StreetSydney NSW 2000info@serviceskills.com.au[www.serviceskills.com.au](file:///C%3A/Documents%20and%20Settings/e5017516/Local%20Settings/Temporary%20Internet%20Files/Content.Outlook/0N0BT110/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](http://training.gov.au) |
| **Australian Government** |
| The Department of Education, Employment and Workplace Relations (DEEWR) | DEEWR provides a range of services and resources to assist in delivery of Training Packages. Search the DEEWR website for links to a range of relevant resources and publications. | [www.deewr.gov.au](http://www.deewr.gov.au)  |
| **State Government** |
| Department of Education and Early Childhood DevelopmentHigher 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](http://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 Skills Victoria. | Maree PolglaiseVictoria UniversityPO Box 14428, Melbourne VIC 8001(03) 9919-5326(03) 9919-5274Maree.Polglaise@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](http://www.vrqa.vic.gov.au/)Phone: (03) 9637-2806 |

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| **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](http://www.asqa.gov.au)Info line: 1300-701-801 |

GLOSSARY

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| **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. |