

**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 VPG Approved	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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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	20

Unit Code	Unit Title	Nominal Hours
	medicines	
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

Unit Code	Unit Title	Nominal Hours
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	10

	health care	
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
BSBCM301A	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

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

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

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
<i>Elective</i>		
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

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 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 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
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 Skills Victoria.	Maree Polglaise Victoria University PO Box 14428, Melbourne VIC 8001 (03) 9919-5326 (03) 9919-5274 Maree.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 Phone: (03) 9637-2806

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

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.