

**Victorian Purchasing Guide**  
**for**  
**SIR Retail Services**  
**Training Package**  
**Release 6.0**

**May 2021**

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## Victorian Purchasing Guide — Release History

**Note:** RTOs should refer to the National Register for the detail of changes made in each Release. (See [National Register](#) for more information)

Training Package Release	Date VPG Approved	Comments
SIR Retail Services Training Package Release No 6.0	7 May 2021	<p>This Purchasing Guide reflects the inclusion in the Training Package of one new cross-sector unit of competency and skill set as part of the Critical Skills for Recovery response to the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour</li> <li>• SIRSS00032 - Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set</li> </ul> <p>Note this Purchasing Guide also reflects the deletion of three units in response to the Australian Industry and Skills Committee Zero enrolments project.</p>
SIR Retail Services Training Package Release No 5.0	11 November 2020	<p>This purchasing guide reflects the inclusion of one new cross-sector unit of competency, SIRXCEG008 Manage disrespectful, aggressive or abusive customers.</p>
SIR Retail Services Training Package Release No 4.0	22 October 2019	<p>This purchasing guide reflects the inclusion of seven new cross-sector units of competency for online and social media consumer engagement.</p>
SIR Retail Services Training Package Release 3.0	19 October 2017	<p>This purchasing guide reflects the transition of the last SIR07 qualification to the new standards for training packages, with updated content to reflect industry needs, and a new qualification.</p>
SIR - Retail Services Training Package Release 1 and 2	10 June 2016	<p>This purchasing guide reflects the transition of SIR07 to SIR reflecting the new format of the new standards for training packages.</p> <p>Release 1 Community Pharmacy qualifications</p> <p>Release 2 Retail qualifications</p> <p>Both releases were presented for endorsement on the same day, 31 March 2016.</p> <p>Incorporated into the one VPG</p>

# SIR Retail Services Training Package Release 6.0

## 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 maximum and minimum payable hours available for each qualification.
- Nominal hours for each unit of competency within the Training Package.

### ***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 Qualifications Framework (AQF).

The VRQA is the regulatory authority in Victoria responsible for the registration of Vocational Education and Training (VET) providers who offer courses to domestic students in Victoria only.

ASQA is the regulatory authority responsible for the registration of VET providers who offer training in Victoria, nationally and / or internationally.

### ***Transition***

The relationship between new units and any superseded or replaced units from the previous version of **SIR Retail Services Training Package Release 6.0** is provided in the Training Package Companion Volume Implementation Guide. (See [Companion Volumes](#) for more information).

Information regarding transition arrangements can be obtained from the state or national VET Regulatory Authority (see Contacts and Links section).

RTOs must ensure that all training and assessment leading to issuance of qualifications or Statements of Attainment from the **SIR Retail Services Training Package Release 6.0** is conducted against the Training Package units of competency and complies with the assessment requirements.

## QUALIFICATIONS

Code	Title	Minimum Payable Hours	Maximum Payable Hours
SIR10116	Certificate I in Retail Services	147	155
SIR20216	Certificate II in Retail Services	342	360
SIR20116	Certificate II in Community Pharmacy	285	300
SIR30216	Certificate III in Retail	385	405
SIR30116	Certificate III in Community Pharmacy	447	470
SIR30316	Certificate III in Business to Business Sales	347	365
SIR40116	Certificate IV in Community Pharmacy	508	535
SIR40216	Certificate IV in Community Pharmacy Dispensary	437	460
SIR40316	Certificate IV in Retail Management	390	410
SIR50116	Diploma of Retail Leadership	561	590
SIR50217	Diploma of Visual Merchandising	936	985
SIR50317	Diploma of Retail Merchandise Management	608	640

## UNITS OF COMPETENCY AND NOMINAL HOURS

Unit Code	Unit Title	Nominal Hours
SIRCCCS001	Interact with pharmacy customers	30
SIRCCCS002	Provide and promote services to pharmacy customers	20
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	30
SIRCCPM002	Coordinate a pharmacy quality system	45
SIRCCPM003	Lead and develop pharmacy teams	35
SIRCCPM004	Manage pharmacy sales and service delivery	35
SIRCCPM005	Manage pharmacy premises, equipment and merchandise	30
SIRCCPM006	Develop a pharmacy product and service range	40
SIRCDIS001	Assist customers with prescriptions	20
SIRCDIS002	Deliver medicines to customers outside the pharmacy	10
SIRCDIS003	Assist in dispensing prescriptions	50
SIRCDIS004	Assist in preparing dose administration aids	25
SIRCDIS005	Assist in preparing extemporaneous prescriptions	65
SIRCDIS006	Maintain dispensary stock	20
SIRCDIS007	Administer dispensary computer systems and claims	20
SIRCDIS008	Coordinate service to residential care facilities	25
SIRCHCS001	Support the management of obstructive sleep apnoea	30
SIRCHCS002	Supply and hire home health care aids and equipment	20
SIRCHCS003	Test blood pressure and advise on self-monitoring	30
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	30

Unit Code	Unit Title	Nominal Hours
SIRCHCS005	Provide Australian Needle and Syringe Program services	15
SIRCHCS006	Coordinate pharmacy health promotions	20
SIRCIND001	Work effectively in a community pharmacy	15
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRCINF001	Use pharmacy practices for infection control	40
SIRCPA001	Assist customers with vitamins, minerals and supplements	20
SIRCPA002	Assist customers with eye and ear care products	20
SIRCPA003	Assist customers with first aid products	20
SIRCPA004	Assist customers with oral care products	20
SIRCPA005	Assist customers with cough and cold relief products	20
SIRCPA006	Assist customers with skin and anti-fungal products	20
SIRCPA007	Assist customers with pregnancy and maternal health products and services	20
SIRCPA008	Assist customers with products for gastro-intestinal conditions	20
SIRCPA009	Assist customers with allergy relief products	20
SIRCPA010	Assist customers with analgesic and anti-inflammatory products	20
SIRCPA011	Assist customers with baby and infant care products	20
SIRCPA012	Assist customers with asthma-care aids and equipment	20
SIRCPA013	Assist customers with smoking cessation products	20
SIRCPA014	Assist customers with continence management products	20
SIRCPA015	Assist customers with wound care products	20
SIRCPA016	Assist customers with diet, nutrition and weight-management products and services	20



Unit Code	Unit Title	Nominal Hours
SIRCPA017	Assist customers with complementary medicines	20
SIRCPA018	Assist customers with women's and men's health care products	20
SIRRFSA001	Handle food safely in a retail environment	40
SIRRFSA002	Supervise a food safety program	40
SIRRINV001	Receive and handle retail stock	35
SIRRINV002	Control stock	35
SIRRMER001	Produce visual merchandise displays	35
SIRRMER002	Merchandise food products	25
SIRRMER003	Coordinate visual merchandising activities	35
SIRRMER004	Develop visual merchandising creative concepts	80
SIRRMER005	Implement visual merchandising concepts	80
SIRRMER006	Achieve visual merchandising targets	50
SIRRMER007	Design and install visual merchandising displays	80
SIRRMER008	Plan and style merchandise photo shoots	70
SIRRMER009	Plan and organise display lighting	60
SIRRMER010	Style using visual merchandising aids	50
SIRRMER011	Design and install merchandise signage	50
SIRRMER012	Develop retail space and product management plans	90
SIRRMER013	Develop visual merchandising guidelines	60
SIRRMER001	Plan merchandise buying strategy	40
SIRRMER002	Develop a merchandise strategy	50
SIRRMER003	Conduct a post-trade analysis	50
SIRRMER004	Develop a merchandise financial plan	70

Unit Code	Unit Title	Nominal Hours
SIRMRM005	Develop a category financial plan	60
SIRMRM006	Plan a merchandise product range	60
SIRMRM007	Negotiate and establish supply arrangements	50
SIRMRM008	Develop a merchandise promotional plan	60
SIRMRM009	Plan merchandise buying trips	40
SIRMRM010	Plan product development	60
SIRMRM011	Manage merchandise quality and compliance	70
SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRRRTF002	Monitor retail store financials	40
SIRRRTF003	Drive retail profitability	60
SIRRSTR001	Undertake strategic planning in retail	80
SIRRSTY001	Style the customer	30
SIRWFIN001	Complete debtor processes	40
SIRWSLS001	Process product and service data	40
SIRWSLS002	Analyse and achieve sales targets	35
SIRWSLS003	Build sales of branded products	35
SIRWSLS004	Optimise customer and territory coverage	35
SIRXCEG001	Engage the customer	30
SIRXCEG002	Assist with customer difficulties	40
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCEG004	Create a customer-centric culture	35
SIRXCEG005	Maintain business to business relationships	35
SIRXCEG006	Provide online customer service	20

Unit Code	Unit Title	Nominal Hours
SIRXCEG007	Develop online customer service standards	40
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	30
SIRXCEG009	Manage workplace responses to disrespectful aggressive or abusive customer behaviour	30
SIRXCHA001	Facilitate the change process	40
SIRXCHA002	Lead the change process	70
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
SIRXCOM002	Work effectively in a team	30
SIRXCOM003	Promote team cohesion	30
SIRXDLV001	Deliver food products	20
SIRXECM001	Monitor and interpret online data analytics	50
SIRXECM002	Prepare digital content	50
SIRXECM003	Design an ecommerce site	50
SIRXHRM001	Recruit, select and induct team members	35
SIRXHRM002	Maintain employee relations	35
SIRXHWB001	Maintain personal health and wellbeing	40
SIRXHWB002	Promote workplace health and wellbeing	30
SIRXIND001	Work effectively in a service environment	45
SIRXIND002	Organise and maintain the store environment	20
SIRXIND003	Organise personal work requirements	20
SIRXIND004	Plan a career in the retail industry	20
SIRXIND005	Develop personal productivity	30
SIRXIND006	Review retail business fundamentals	50

Unit Code	Unit Title	Nominal Hours
SIRXMGT001	Supervise and support frontline team members	40
SIRXMGT002	Lead a frontline team	35
SIRXMGT003	Provide leadership to others	50
SIRXMGT004	Plan and manage retail projects	60
SIRXMGT005	Lead the development of business opportunities	70
SIRXMKT001	Support marketing and promotional activities	30
SIRXMKT002	Use social media to engage customers	35
SIRXMKT003	Manage promotional activities	50
SIRXMKT004	Undertake digital marketing activities	30
SIRXMKT005	Develop a marketing strategy	80
SIRXMKT006	Develop a social media strategy	30
SIRXMKT007	Develop a digital marketing plan	50
SIRXOSM001	Identify and review social media and online platforms for organisational use	25
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	50
SIRXOSM003	Use social media and online tools	35
SIRXOSM004	Analyse performance of social media and online business tools	50
SIRXOSM005	Develop a basic website for customer engagement	60
SIRXOSM006	Develop and manage social media and online strategies	40
SIRXOSM007	Manage risk to organisational reputation in an online setting	60
SIRXPDK001	Advise on products and services	30
SIRXPDK002	Advise on food products and services	30
SIRXPDK003	Advise on health and nutritional products and services	30

Unit Code	Unit Title	Nominal Hours
SIRXRSK001	Identify and respond to security risks	30
SIRXRSK002	Maintain store security	20
SIRXRSK003	Manage risk in the retail environment	60
SIRXSLS001	Sell to the retail customer	20
SIRXSLS002	Follow point-of-sale procedures	20
SIRXSLS003	Achieve sales results	30
SIRXSLS004	Drive sales results	30
SIRXSLS005	Plan to trade internationally	50
SIRXSTR001	Develop an ecommerce strategy	50
SIRXTAD001	Train others in frontline tasks	20
SIRXTAD002	Develop the retail frontline	40
SIRXTAD003	Coach others for success	20
SIRXWHS001	Work safely	30
SIRXWHS002	Contribute to workplace health and safety	20
SIRXWHS003	Maintain workplace safety	35

## COVID-19 VET RESPONSE: Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill set

The Australian Industry and Skills Committee (AISC) has identified managing disrespectful, aggressive or abusive customers training as a key priority to support front-line workers in customer service roles with changed skills needs arising as a result of the COVID-19 pandemic. One new skill set has been endorsed by the AISC and Skills Ministers. This skill set was released on the [National Register](#) on the 28<sup>th</sup> April 2021.

The skill set is designed to support supervisors of front-line customer service individuals who require skills and knowledge to manage workplace responses to disrespectful, aggressive or abusive customer behaviour.

The skill set is listed below.

<b>Skill Set Title</b>	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set	
<b>Skill Set Code</b>	SIRSS00032	
<b>Description</b>	This Skill Set is for individuals working in supervisory roles in front-line customer service across a range of industry sectors and business contexts who are seeking additional skills to manage workplace responses to disrespectful, aggressive or abusive customer behaviour. It particularly applies to retail industry work environments.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Nominal Hours</b>
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	30
SIRXCEG009	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour	30
<b>Total Nominal Hours</b>		<b>60</b>

## CONTACTS AND LINKS

<b>Curriculum Maintenance Manager (CMM)</b>		
Service Industries CMM	The CMM Service is provided on behalf of Higher Education and Skills.  CMM Service Executive Officers can assist with questions on payable and nominal hours.	Alison Hollands  Victoria University PO Box 14428, Melbourne VIC 8001  Phone: (03) 9919-8351  <a href="mailto:Alison.Hollands@vu.edu.au">Alison.Hollands@vu.edu.au</a>
<b>Service Skills Organisation (SSO)</b>		
Skills IQ	This SSO is responsible for developing this <b>SIR Retail Services Training Package</b> and can be contacted for further information.	Phone: (02) 9392 8100  Email: <a href="mailto:enquiries@skillsiq.com.au">enquiries@skillsiq.com.au</a>  See the <a href="#">SkillsIQ</a> website for more information.
<b>National Register for VET in Australia</b>		
Training.gov.au (TGA)	TGA is the Australian government's official National Register of information on Training Packages, qualifications, courses, units of competency and RTOs.	See the <a href="#">National Register</a> for more information.
<b>Australian Government</b>		
Department of Education, Skills and Employment	The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training.	See the <a href="#">Commonwealth Department of Education, Skills and Employment website</a> for more information.
<b>State Government</b>		
Department of Education and Training (DET)	DET is the State Training Authority responsible for supporting implementation of Vocational Education and Training (VET) in Victoria.	(03) 9637 2000  See the <a href="#">Victorian Department of Education and Training website</a> for more information.
<b>National VET Regulatory Authority</b>		
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's VET sector.	Info line: 1300 701 801  See the <a href="#">ASQA website</a> for more information.
<b>Victorian State VET Regulatory Authority</b>		
Victorian Registration and Qualifications Authority (VRQA)	The VRQA is a statutory authority responsible for the registration and regulation of Victorian RTOs and for the regulation of apprenticeships and traineeships in Victoria.	(03) 9637 2806  See the <a href="#">VRQA website</a> for more information.

## Industry Regulatory Bodies

Pharmacy Board of Australia, supported by AHPRA	Australian Health Practitioner Regulation Agency, AHPRA – Regulating Australia’s health practitioners in partnership with the National Boards	1300 419 495 More information can be found <a href="#">here</a>
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## GLOSSARY

<b>Code</b>	Nationally endorsed Training Package qualification code.
<b>Title</b>	Nationally endorsed Training Package qualification title.
<b>Unit Code</b>	Nationally endorsed Training Package unit code.
<b>Unit Title</b>	Nationally endorsed Training Package unit title.
<b>Maximum Payable Hours</b>	<p>The maximum number of hours the Victorian Government will subsidise under Skills First funding for the achievement of the minimum realistic vocational outcome of the qualification, as determined by the qualification packaging rules. The Maximum Payable Hours do not cover every possible combination of core and elective units available for a specific qualification.</p> <p>Minimum payable hours reflect a calculated minimum number of hours that could deliver a minimum realistic vocational outcome, based on efficiencies of contextualisation and integration.</p>
<b>Scope of Registration</b>	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.
<b>Nominal Hours</b>	Nominal hours reflect the anticipated time taken to deliver and assess the outcomes of a unit of competency excluding unsupervised delivery or the time taken for repeated practical application of skills. Nominal hours are determined by the Victorian State Training Authority (DET) and are primarily developed for funding purposes in Victoria.