**Victorian Purchasing Guide**

**for**

**SIR07 Retail Services Training Package Version No** **3**

**October 2012**



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Victorian Purchasing Guide ⎯ Version History

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| --- | --- | --- |
| Training Package Version  | Date VPGApproved | 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 specific10 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. |

**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** |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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** |

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| 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** |

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| 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 |

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| 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 |

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| 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** |

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| 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** |

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| 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

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| **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 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  |
| **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 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 Higher Education and Skills Group. | Teresa SignorelloVictoria UniversityPO Box 14428, Melbourne VIC 8001(03) 9919-5311(03) 9919-5274Teresa.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](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. |