**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](https://training.gov.au/Home/Tga) for more information)

| Training Package Release | **Date VPG Approved** | | Comments | |
| --- | --- | --- | --- | --- |
| SIR Retail Services  Training Package  Release No 6.0 | | 7 May 2021 | 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:   * SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour * SIRSS00032 - Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set   Note this Purchasing Guide also reflects the deletion of three units in response to the Australian Industry and Skills Committee Zero enrolments project. | |
| SIR Retail Services  Training Package  Release No 5.0 | | 11 November 2020 | This purchasing guide reflects the inclusion of one new cross-sector unit of competency, SIRXCEG008 Manage disrespectful, aggressive or abusive customers. |
| SIR Retail Services Training Package  Release No 4.0 | | 22 October 2019 | This purchasing guide reflects the inclusion of seven new cross-sector units of competency for online and social media consumer engagement. |
| SIR Retail Services Training Package  Release 3.0 | | 19 October 2017 | 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. |
| SIR - Retail Services Training Package  Release 1 and 2 | | 10 June 2016 | This purchasing guide reflects the transition of SIR07 to SIR reflecting the new format of the new standards for training packages.  Release 1 Community Pharmacy qualifications  Release 2 Retail qualifications  Both releases were presented for endorsement on the same day, 31 March 2016.  Incorporated into the one VPG |

**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 theTraining PackageCompanionVolume Implementation Guide. (See [Companion Volumes](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d) 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 |
| 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 |
| SIRCPPA001 | Assist customers with vitamins, minerals and supplements | 20 |
| SIRCPPA002 | Assist customers with eye and ear care products | 20 |
| SIRCPPA003 | Assist customers with first aid products | 20 |
| SIRCPPA004 | Assist customers with oral care products | 20 |
| SIRCPPA005 | Assist customers with cough and cold relief products | 20 |
| SIRCPPA006 | Assist customers with skin and anti-fungal products | 20 |
| SIRCPPA007 | Assist customers with pregnancy and maternal health products and services | 20 |
| SIRCPPA008 | Assist customers with products for gastro-intestinal conditions | 20 |
| SIRCPPA009 | Assist customers with allergy relief products | 20 |
| SIRCPPA010 | Assist customers with analgesic and anti-inflammatory products | 20 |
| SIRCPPA011 | Assist customers with baby and infant care products | 20 |
| SIRCPPA012 | Assist customers with asthma-care aids and equipment | 20 |
| SIRCPPA013 | Assist customers with smoking cessation products | 20 |
| SIRCPPA014 | Assist customers with continence management products | 20 |
| SIRCPPA015 | Assist customers with wound care products | 20 |
| SIRCPPA016 | Assist customers with diet, nutrition and weight-management products and services | 20 |
| SIRCPPA017 | Assist customers with complementary medicines | 20 |
| SIRCPPA018 | 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 |
| SIRRMRM001 | Plan merchandise buying strategy | 40 |
| SIRRMRM002 | Develop a merchandise strategy | 50 |
| SIRRMRM003 | Conduct a post-trade analysis | 50 |
| SIRRMRM004 | Develop a merchandise financial plan | 70 |
| SIRRMRM005 | Develop a category financial plan | 60 |
| SIRRMRM006 | Plan a merchandise product range | 60 |
| SIRRMRM007 | Negotiate and establish supply arrangements | 50 |
| SIRRMRM008 | Develop a merchandise promotional plan | 60 |
| SIRRMRM009 | Plan merchandise buying trips | 40 |
| SIRRMRM010 | Plan product development | 60 |
| SIRRMRM011 | 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 |
| 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 |
| 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 |
| 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 arsing 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](https://training.gov.au/Home/Tga) on the 28th 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.

|  |  |  |
| --- | --- | --- |
| **Skill Set Title** | Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set | |
| **Skill Set Code** | SIRSS00032 | |
| **Description** | 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. | |
| **Unit Code** | **Unit Title** | **Nominal Hours** |
| SIRXCEG008 | Manage disrespectful, aggressive or abusive customers | 30 |
| SIRXCEG009 | Manage workplace responses to disrespectful, aggressive or abusive customer behaviour | 30 |
| ***Total Nominal Hours*** | | **60** |

CONTACTS AND LINKS

|  |  |  |
| --- | --- | --- |
| **Curriculum Maintenance Manager (CMM)** | | |
| 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  [Alison.Hollands@vu.edu.au](mailto:Alison.Hollands@vu.edu.au) |
| **Service Skills Organisation (SSO)** | | |
| Skills IQ | This SSO is responsible for developing this **SIR Retail Services Training Package** and can be contacted for further information. | Phone: ([02) 9392 8100](tel:%200293928100)  Email: [enquiries@skillsiq.com.au](mailto:enquiries@skillsiq.com.au)  See the [SkillsIQ](https://www.skillsiq.com.au/) website for more information. |
| **National Register for VET in Australia** | | |
| 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 [National Register](http://training.gov.au/) for more information. |
| **Australian Government** | | |
| 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 [Commonwealth Department of Education, Skills and Employment website](https://www.dese.gov.au/) for more information. |
| **State Government** | | |
| 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 [Victorian Department of Education and Training website](http://www.education.vic.gov.au/) for more information. |
| **National VET Regulatory Authority** | | |
| Australian Skills Quality Authority (ASQA) | ASQA is the national regulator for Australia’s VET sector. | Info line: 1300 701 801  See the [ASQA website](http://www.asqa.gov.au/) for more information. |
| **Victorian State VET Regulatory Authority** | | |
| 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 [VRQA website](http://www.vrqa.vic.gov.au/) 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 [here](http://www.ahpra.gov.au/) |

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. |
| **Maximum Payable Hours** | 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.  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. |
| **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. |
| **Nominal Hours** | 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. |