

**Victorian Purchasing Guide
for
SIR Retail Services Training Package
Release 3.0**

October 2017



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Victorian Purchasing Guide - Version History

Training Package Version	Date VPG Released	Comments
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 Victorian Purchasing Guide

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INTRODUCTION

What is a Victorian Purchasing Guide?

The Victorian Purchasing Guide (VPG) provides information for use by Registered Training Organisations (RTOs) in the provision of Victorian government subsidised training.

Specifically, the VPG provides the following information related to the delivery of nationally endorsed Training Packages in Victoria:

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

They also contain sample training programs which reflect a vocational outcome for the particular qualification it has been developed for.

Victorian Government subsidised training

To deliver government subsidised training in Victoria, an RTO must have an approved VET funding contract with the Department of Education and Training (DET).

The VET funding contract and related guidelines set out the requirements that RTOs must abide by to maintain compliance as contracted providers in receipt of government subsidy. The contract and guidelines set standards of behaviour, as well as prescribing minimum requirements with regard to provider practice in the delivery of training services.

For further information relating to obtaining a VET funding contract, please visit the Skills Victoria Training System (SVTS) website: <http://www.education.vic.gov.au/svts>

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

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 system 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 self-monitoring	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

Unit Code	Unit Title	Nominal Hours
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 gastrointestinal 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
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

Unit Code	Unit Title	Nominal Hours
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 retail 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 businesstobusiness relationships	35

Unit Code	Unit Title	Nominal Hours
SIRXCEG006	Provide online customer service	20
SIRXCEG007	Develop online customer service standards	40
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

Unit Code	Unit Title	Nominal Hours
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
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

SAMPLE TRAINING PROGRAMS

The following pages list a range of Sample Training Programs across the different qualification levels within the **SIR Retail Services Training Package** to demonstrate how units might be packaged to meet a particular vocational outcome.

Occupation/ Work Function	Retail Assistant	
Qualification Title	Certificate I in Retail Services	
Qualification Code	SIR10116	
Description	This sample training program provides the foundation skills appropriate for a person working in the Retail Industry as a Retail Assistant.	
Unit Code	Unit Title	Hours
Core		
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
SIRXIND001	Work effectively in a service environment	45
SIRXWHS001	Work safely	30
Elective		
SIRXIND003	Organise personal work requirements	20
SIRXIND004	Plan a career in the retail industry	20
Total Hours		155

Occupation/ Work Function	Sales Assistant	
Qualification Title	Certificate II in Retail Services	
Qualification Code	SIR20216	
Description	This sample training program is appropriate for a person working in the Retail Industry as a Sales Assistant.	
Unit Code	Unit Title	Hours
Core		
SIRXCEG001	Engage the customer	30
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
SIRXIND001	Work effectively in a service environment	45
SIRXIND003	Organise personal work requirements	20
SIRXPDK001	Advise on products and services	30
SIRXRSK001	Identify and respond to security risks	30
SIRXWHS002	Contribute to workplace health and safety	20
Elective		
SIRRFSA001	Handle food safely in a retail environment	40
SIRRINV001	Receive and handle retail stock	35
SIRXPDK002	Advise on food products and services	30
SIRXSLS002	Follow point-of-sale procedures	20
BSBWOR204	Use business technology	20
Total Hours		360

Occupation/ Work Function	Pharmacy Assistant	
Qualification Title	Certificate II in Community Pharmacy	
Qualification Code	SIR20116	
Description	This sample training program is appropriate for a person working in the Community Pharmacy Industry as a pharmacy assistant, who uses a defined and limited range of customer service skills. With basic product knowledge, they recommend and supply a limited range of products to customers and often refer enquiries to other team members.	
Unit Code	Unit Title	Hours
Core		
SIRCIND001	Work effectively in a community pharmacy	15
SIRCCCS001	Interact with pharmacy customers	30
SIRCINF001	Use pharmacy practices for infection control	40
HLTWHS001	Participate in workplace health and safety	20
Elective		
SIRRINV001	Receive and handle retail stock	35
SHBBCCS001	Advise on beauty products and services	30
SIRXSL002	Follow point-of-sale procedures	20
SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRXIND002	Organise and maintain the store environment	20
SIRXSL001	Sell to the retail customer	20
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRRMER001	Produce visual merchandise displays	35
Total Hours		300

Occupation/ Work Function	Sales assistant	
Qualification Title	Certificate III in Retail	
Qualification Code	SIR30216	
Description	This sample training program is appropriate for a person working in the Retail Industry as a Sales Assistant, primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings.	
Unit Code	Unit Title	Hours
Core		
SIRXCEG001	Engage the customer	30
SIRXCEG002	Assist with customer difficulties	40
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCOM002	Work effectively in a team	30
SIRXIND001	Work effectively in a service environment	45
SIRXRSK001	Identify and respond to security risks	30
SIRXSLS001	Sell to the retail customer	20
SIRXWHS002	Contribute to workplace health and safety	20
Elective		
SIRXCOM003	Promote team cohesion	30
SIRRINV001	Receive and handle retail stock	35
SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRWSLS002	Analyse and achieve sales targets	35
SIRXIND005	Develop personal productivity	30
Total Hours		405

Occupation/ Work Function	Pharmacy Assistant	
Qualification Title	Certificate III in Community Pharmacy	
Qualification Code	SIR30116	
Description	This sample training program is appropriate for a person working in the Community Pharmacy Industry as skilled pharmacy assistants who use a range of well-developed service skills to identify and meet customer needs. They have sound knowledge of a broad range of pharmacy products and health care support services.	
Unit Code	Unit Title	Hours
Core		
SIRCCCS002	Provide and promote services to pharmacy customers	20
SIRCDIS001	Assist customers with prescriptions	20
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRCIND001	Work effectively in a community pharmacy	15
SIRCINF001	Use pharmacy practices for infection control	40
SIRCPPA005	Assist customers with cough and cold relief products	20
SIRCPPA006	Assist customers with skin and anti-fungal products	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
HLTWHS001	Participate in workplace health and safety	20
Elective		
SIRXCEG003	Build customer relationships and loyalty	40
SIRCDIS003	Assist in dispensing prescriptions	50
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
SIRRINV002	Control stock	35
SIRXSLS002	Follow point-of-sale procedures	20
SIRRINV001	Receive and handle retail stock	35
Total Hours		470

Occupation/ Work Function	Sales Representative	
Qualification Title	Certificate III in Business to Business Sales	
Qualification Code	SIR30316	
Description	This sample training program is appropriate for a person working in the Retail Industry as a sales representative who sell products to other businesses and build strong business to business relationships.	
Unit Code	Unit Title	Hours
Core		
SIRWSLS004	Optimise customer and territory coverage	35
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCEG005	Maintain business-to-business relationships	35
SIRXIND001	Work effectively in a service environment	45
SIRXWHS002	Contribute to workplace health and safety	20
Elective		
BSBCUE301	Use multiple information systems	40
BSBCUE304	Provide sales solutions to customers	40
SIRXMGT001	Supervise and support frontline team members	40
SIRWSLS002	Analyse and achieve sales targets	35
SIRWSLS003	Build sales of branded products	35
Total Hours		365

Occupation/ Work Function	Senior Pharmacy Assistant	
Qualification Title	Certificate IV in Community Pharmacy	
Qualification Code	SIR40116	
Description	This sample training program is appropriate for a person working in the Community Pharmacy Industry as a skilled senior pharmacy assistant who uses sound knowledge of a broad range of pharmacy products and health care support services.	
Unit Code	Unit Title	Hours
Core		
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	30
BSBLDR403	Lead team effectiveness	50
HLTWHS003	Maintain work health and safety	40
Elective		
SIRXCEG003	Build customer relationships and loyalty	40
SIRCCPM002	Coordinate a pharmacy quality system	45
SIRCCPM003	Lead and develop pharmacy teams	35
SIRCCPM004	Manage pharmacy sales and service delivery	35
SIRCDIS003	Assist in dispensing prescriptions	50
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 self-monitoring	30
HLTAAP001	Recognise healthy body systems	70
SIRCPPA016	Assist customers with diet, nutrition and weight management products and services	20
SIRCCPM006	Develop a pharmacy product and service range	40
Total Hours		535

Occupation/ Work Function	Dispensary technician or Dispensary assistant	
Qualification Title	Certificate IV in Community Pharmacy Dispensary	
Qualification Code	SIR40216	
Description	This sample training program is appropriate for a person working in the Community Pharmacy Industry as a Dispensary technician, working in the dispensary area of community pharmacies. They have substantial depth of knowledge of pharmacy medicines and dispensing techniques. They work under the direct supervision of a pharmacist and their role is limited to those dispensing functions that do not require them to exercise professional pharmaceutical judgement or discretion.	
Unit Code	Unit Title	Hours
Core		
SIRCCCS002	Provide and promote services to pharmacy customers	20
SIRCDIS001	Assist customers with prescriptions	20
SIRCDIS003	Assist in dispensing prescriptions	50
SIRCDIS006	Maintain dispensary stock	20
SIRCDIS007	Administer dispensary computer system and claims	20
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15
SIRCIND001	Work effectively in a community pharmacy	15
SIRCINF001	Use pharmacy practices for infection control	40
HLTWHS001	Participate in workplace health and safety	20
Elective		
HLTAAP001	Recognise healthy body systems	70
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	30
SIRCDIS004	Assist in preparing dose administration aids	25
SIRCDIS005	Assist in preparing extemporaneous prescriptions	65
BSBMGT405	Provide personal leadership	50
Total Hours		460

Occupation/ Work Function	Store Manager	
Qualification Title	Certificate IV in Retail Management	
Qualification Code	SIR40316	
Description	This sample training program is appropriate for a person working in the Retail Industry as a Store Manager who would lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards. These individuals possess a range of highly developed selling and customer engagement skills with sound knowledge of product and service offerings. They work with independence, taking responsibility for their own functions and outputs.	
Unit Code	Unit Title	Hours
Core		
SIRRRTF002	Monitor retail store financials	40
SIRXCEG004	Create a customer centric culture	35
SIRXHRM002	Maintain employee relations	35
SIRXMGT002	Lead a frontline team	35
SIRXRSK002	Maintain store security	20
SIRXSLS003	Achieve sales results	30
SIRXWHS003	Maintain workplace safety	35
Elective		
BSBCUS401	Coordinate implementation of customer service strategies	40
SIRXCHA001	Facilitate the change process	40
BSBSMB406	Manage small business finances	60
SIRXTAD002	Develop the retail frontline	40
Total Hours		410

Occupation/ Work Function	State Manager	
Qualification Title	Diploma of Retail Leadership	
Qualification Code	SIR50116	
Description	This sample training program is appropriate for a person working in the Retail Industry as a State Manager, who manages a retail business, multiple retail stores or departments, following a business strategy to deliver profitable results for the organisation. These individuals support senior management and provide leadership to retail teams. They plan and evaluate the work of self and others, operating with autonomy and responsibility for personal outputs.	
Unit Code	Unit Title	Hours
Core		
SIRRSTR001	Undertake strategic planning in retail	80
SIRXCHA002	Lead the change process	70
SIRXMGT003	Provide leadership to others	50
SIRRRTF003	Drive retail profitability	60
Elective		
BSBHRM604	Manage employee relations	60
BSBLDR501	Develop and use emotional intelligence	60
BSBLDR502	Lead and manage effective workplace relationships	50
SIRXMGT004	Plan and manage retail projects	60
SIRXMGT005	Lead the development of business opportunities	70
SIRXSLS004	Drive sales results	30
Total Hours		590

Occupation/ Work Function	Visual Merchandiser	
Qualification Title	Diploma of Visual Merchandising	
Qualification Code	SIR50217	
Description	This sample training program is appropriate for a person working in the Retail Industry as a Visual Merchandising Specialist, who plan and coordinate visual merchandising activities. These individuals operate independently, make a range of operational decisions, and may have some responsibility for others, support senior management and provide leadership to retail teams.	
Unit Code	Unit Title	Hours
Core		
CUAACD301	Produce drawings to communicate ideas	80
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
SIRRMER010	Style using visual merchandising aids	50
SIRRMER011	Design and install merchandise signage	50
SIRXWHS002	Contribute to workplace health and safety	20
Elective		
BSBDES302	Explore and apply the creative design process to 2D forms	50
BSBDES303	Explore and apply the creative design process to 3D forms	50
BSBDES305	Source and apply information on the history and theory of design	65
CUAACD302	Produce computer-aided drawings	50
SIRXMGT004	Plan and manage retail projects	60
SIRRMER008	Plan and style merchandise photo shoots	70
SIRRMER012	Develop retail space and product management plans	90
SIRRMER013	Develop visual merchandising guidelines	60
Total Hours		985

Occupation/ Work Function	Merchandise Manager	
Qualification Title	Diploma of Retail Merchandise Management	
Qualification Code	SIR50317	
Description	This sample training program is appropriate for a person working in the Retail Industry as a Merchandise Manager, who undertake retail merchandise management activity to deliver profitable results for a retail organisation. These individuals analyse merchandise performance results and follow an organisational strategy to plan and enhance ongoing merchandise performance.	
Unit Code	Unit Title	Hours
Core		
SIRMRM002	Develop a merchandise strategy	50
SIRMRM003	Conduct a post trade analysis	50
SIRMRM004	Develop a merchandise financial plan	70
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
Elective		
SIRMRM010	Plan product development	60
BSBLDR503	Communicate with influence	60
SIRXMGT004	Plan and manage retail projects	60
SIRXRSK003	Manage risk in the retail environment	60
Total Hours		640

CONTACTS AND LINKS

Curriculum Maintenance Manager (CMM)		
Wholesale, Retail and Personal Services (WRAPS)	The CMM Service is provided by Executive Officers, across all industry areas covered by Training Packages. They can assist with questions on payable and nominal hours.	Alison Hollands Victoria University PO Box 14428, Melbourne VIC 8001 (03) 9919-8351 Alison.Hollands@vu.edu.au
Service Skills Organisation (SSO)		
SkillsIQ Ltd	This SSO is responsible for developing this Retail Services Training Package , companion volumes and support material and can be contacted for further information.	GPO Box 4194, Sydney NSW 2000 www.skillsiq.com.au enquiries@skillsiq.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, Accredited Courses, qualifications, units of competency and RTOs.	http://training.gov.au
Australian Government		
Department of Education and Training	The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training.	https://education.gov.au/
Victorian State Government		
Department of Education and Training (DET)	DET is responsible for funding and the implementation of Vocational Education and Training (VET) in Victoria, including Apprenticeships and Traineeships policy.	(03) 9637 2000 www.education.vic.gov.au
National VET Regulatory Authority		
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's VET sector.	Info line: 1300 701 801 www.asqa.gov.au
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 www.vrqa.vic.gov.au
Industry Regulatory Bodies applicable to this Training Package		

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 www.ahpra.gov.au/
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GLOSSARY

Code	Nationally endorsed Training Package qualification code.
Title	Nationally endorsed Training Package qualification title.
Unit Code	Nationally endorsed Training Package unit of competency code.
Unit Title	Nationally endorsed Training Package unit of competency title.
Payable Hours	The maximum number of hours the Victorian Government will subsidise under the Victorian Training Guarantee for the achievement of the minimum realistic vocational outcome of any 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.
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.