

# **SIR Retail Services Training Package**

**Version 1.00 & 2.00**

**WA NOMINAL HOURS GUIDE**

## Introduction

This Guide has been generated to enable the stakeholders in this Industry in Western Australia to participate in the managed implementation of the National SIR Retail Services Training Package.

This Guide is designed to aid Registered Training Organisations (RTOs) to convert from existing Training Package qualifications to new Training Package qualifications within the scope of their training delivery.

The Guide should be read in conjunction with the endorsed components of the Training Package.

**Version 1.00 of the SIR Retail Services Training Package was released by Training.Gov.Au (TGA) on the 31/03/2016.  
Version 2.00 of the SIR Retail Services Training Package was released by Training.Gov.Au (TGA) on the 31/03/2016.**

## Transition Arrangements

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications in accordance with the Standards for RTOs. For further information visit the Training Accreditation Council website [www.tac.wa.gov.au](http://www.tac.wa.gov.au).

## Nominal Hours

Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency.

Nominal hours are identified for nationally endorsed qualifications. Nominal hours may vary for a qualification depending on the selection of units of competency.

In Western Australia, nominal hours are used as a mechanism for funding allocation.

## Contact Details

For Training Package content information, please contact:

Training Curriculum Services

**Tel:** (08) 6551 5541

**Email:** [trainingpackages@dtwd.wa.gov.au](mailto:trainingpackages@dtwd.wa.gov.au)

## Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in the industry.

National Code	National Title	Nominal Hours
SIR10116	Certificate I in Retail Services	125
SIR20116	Certificate II in Community Pharmacy	370
SIR20216	Certificate II in Retail Services	305
SIR30116	Certificate III in Community Pharmacy	595
SIR30216	Certificate III in Retail	395
SIR30316	Certificate III in Business to Business Sales	330
SIR40116	Certificate IV in Community Pharmacy	370
SIR40216	Certificate IV in Community Pharmacy Dispensary	490
SIR40316	Certificate IV in Retail Management	350
SIR50116	Diploma of Retail Leadership	555

## Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the industry.

National Code	National Title	Nominal Hours
SIRCCCS001	Interact with pharmacy customers	40
SIRCCCS002	Provide and promote services to pharmacy customers	30
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	50
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	35
SIRCDIS002	Deliver medicines to customers outside the pharmacy	20
SIRCDIS003	Assist in dispensing prescriptions	50
SIRCDIS004	Assist in preparing dose administration aids	40
SIRCDIS005	Assist in preparing extemporaneous prescriptions	60
SIRCDIS006	Maintain dispensary stock	30
SIRCDIS007	Administer dispensary computer systems and claims	35
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	50
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	50
SIRCHCS005	Provide Australian Needle and Syringe Program services	15
SIRCHCS006	Coordinate pharmacy health promotions	20
SIRCIND001	Work effectively in a community pharmacy	30

SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	35
SIRCINF001	Use pharmacy practices for infection control	45
SIRCPA001	Assist customers with vitamins, minerals and supplements	30
SIRCPA002	Assist customers with eye and ear care products	30
SIRCPA003	Assist customers with first aid products	30
SIRCPA004	Assist customers with oral care products	30
SIRCPA005	Assist customers with cough and cold relief products	30
SIRCPA006	Assist customers with skin and anti-fungal products	30
SIRCPA007	Assist customers with pregnancy and maternal health products and services	35
SIRCPA008	Assist customers with products for gastro-intestinal conditions	30
SIRCPA009	Assist customers with allergy relief products	30
SIRCPA010	Assist customers with analgesic and anti-inflammatory products	30
SIRCPA011	Assist customers with baby and infant care products	35
SIRCPA012	Assist customers with asthma-care aids and equipment	35
SIRCPA013	Assist customers with smoking cessation products	30
SIRCPA014	Assist customers with continence management products	30
SIRCPA015	Assist customers with wound care products	35
SIRCPA016	Assist customers with diet, nutrition and weight-management products and services	35
SIRCPA017	Assist customers with complementary medicines	30
SIRCPA018	Assist customers with women's and men's health care products	35
SIRRFSA001	Handle food safely in a retail environment	35
SIRRFSA002	Supervise a food safety program	35
SIRRINV001	Receive and handle retail stock	35
SIRRINV002	Control stock	35
SIRRMER001	Produce visual merchandise displays	30
SIRRMER002	Merchandise food products	25
SIRRMER003	Coordinate visual merchandising activities	35
SIRRMRM001	Plan merchandise buying strategy	40

SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRRRTF002	Monitor retail store financials	35
SIRRRTF003	Drive retail profitability	55
SIRRSTR001	Undertake strategic planning in retail	70
SIRRSTY001	Style the customer	25
SIRWFIN001	Complete debtor processes	35
SIRWSLS001	Process product and service data	35
SIRWSLS002	Analyse and achieve sales targets	30
SIRWSLS003	Build sales of branded products	30
SIRWSLS004	Optimise customer and territory coverage	30
SIRXCEG001	Engage the customer	35
SIRXCEG002	Assist with customer difficulties	35
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCEG004	Create a customer-centric culture	30
SIRXCEG005	Maintain business to business relationships	30
SIRXCHA001	Facilitate the change process	35
SIRXCHA002	Lead the change process	70
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
SIRXCOM002	Work effectively in a team	25
SIRXCOM003	Promote team cohesion	25
SIRXDLV001	Deliver food products	20
SIRXHRM001	Recruit, select and induct team members	35
SIRXHRM002	Maintain employee relations	30
SIRXHWB001	Maintain personal health and wellbeing	30
SIRXHWB002	Promote workplace health and wellbeing	25
SIRXIND001	Work effectively in a service environment	35
SIRXIND002	Organise and maintain the store environment	15
SIRXIND003	Organise personal work requirements	15

SIRXIND004	Plan a career in the retail industry	15
SIRXIND005	Develop personal productivity	20
SIRXMGT001	Supervise and support frontline team members	35
SIRXMGT002	Lead a frontline team	35
SIRXMGT003	Provide leadership to others	45
SIRXMGT004	Plan and manage retail projects	60
SIRXMGT005	Lead the development of business opportunities	65
SIRXMKT001	Support marketing and promotional activities	30
SIRXMKT002	Use social media to engage customers	30
SIRXMKT003	Manage promotional activities	45
SIRXMKT004	Undertake digital marketing activities	25
SIRXMKT005	Develop a marketing strategy	80
SIRXPDK001	Advise on products and services	25
SIRXPDK002	Advise on food products and services	25
SIRXPDK003	Advise on health and nutritional products and services	25
SIRXRSK001	Identify and respond to security risks	25
SIRXRSK002	Maintain store security	20
SIRXRSK003	Manage risk in the retail environment	55
SIRXSLS001	Sell to the retail customer	40
SIRXSLS002	Follow point-of-sale procedures	10
SIRXSLS003	Achieve sales results	30
SIRXSLS004	Drive sales results	25
SIRXTAD001	Train others in frontline tasks	20
SIRXTAD002	Develop the retail frontline	35
SIRXTAD003	Coach others for success	20
SIRXWHS001	Work safely	25
SIRXWHS002	Contribute to workplace health and safety	20
SIRXWHS003	Maintain workplace safety	30

## Mapping Qualifications

The following table provides an overview of the qualifications from Version 1.00 & Version 2.00 which replace qualifications from the existing version of the SIR07 Retail Services Training Package.

SIR07 Current Qualification				SIR Replacement Qualification		
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
SIR10112	Certificate I in Retail Services	145	NE	SIR10116	Certificate I in Retail Services	125
SIR20112	Certificate II in Community Pharmacy	395	NE	SIR20116	Certificate II in Community Pharmacy	370
SIR20212	Certificate II in Retail Services	375	NE	SIR20216	Certificate II in Retail Services	305
SIR30112	Certificate III in Community Pharmacy	575	NE	SIR30116	Certificate III in Community Pharmacy	595
SIR30212	Certificate III in Retail Operations	450	NE	SIR30216	Certificate III in Retail	395
SIR30312	Certificate III in Retail Supervision	450	NE			
SIR30412	Certificate III in Business to Business Sales	320	NE	SIR30316	Certificate III in Business to Business Sales	330
SIR40112	Certificate IV in Community Pharmacy	355	NE	SIR40116	Certificate IV in Community Pharmacy	370
			-	SIR40216	Certificate IV in Community Pharmacy Dispensary	490
SIR40212	Certificate IV in Retail Management	360	NE	SIR40316	Certificate IV in Retail Management	350
SIR50112	Diploma of Retail Management	590	NE	SIR50116	Diploma of Retail Leadership	555



## Mapping Units of Competency

The following table provides an overview of the units of competency from Version 1.00 & Version 2.00 which replace units of competency from the existing version of the SIR07 Retail Services Training Package.

SIR07 Current Unit				SIR Replacement Unit		
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
			-	SIRCCCS001	Interact with pharmacy customers	40
			-	SIRCCCS002	Provide and promote services to pharmacy customers	30
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	30	NE	SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	50
SIRCQUA401	Coordinate a pharmacy quality system	40	NE	SIRCCPM002	Coordinate a pharmacy quality system	45
SIRCCPM501	Lead and develop pharmacy teams	35	NE	SIRCCPM003	Lead and develop pharmacy teams	35
SIRCCPM502	Manage pharmacy sales and service delivery	35	NE	SIRCCPM004	Manage pharmacy sales and service delivery	35
SIRCCPM503	Manage pharmacy premises and equipment	30	NE	SIRCCPM005	Manage pharmacy premises, equipment and merchandise	30
SIRCCPM504	Investigate new front-of-pharmacy products and services	40	NE	SIRCCPM006	Develop a pharmacy product and service range	40
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers	10	NE	SIRCDIS001	Assist customers with prescriptions	35
SIRCDIS302	Deliver medicines to customers outside the pharmacy	10	NE	SIRCDIS002	Deliver medicines to customers outside the pharmacy	20
SIRCDIS303	Assist in dispensing prescriptions	40	NE	SIRCDIS003	Assist in dispensing prescriptions	50
SIRCDIS406	Assist in preparing dose administration aids	20	NE	SIRCDIS004	Assist in preparing dose administration aids	40
SIRCDIS407	Assist in preparing extemporaneous prescriptions	40	NE	SIRCDIS005	Assist in preparing extemporaneous prescriptions	60
SIRCDIS404	Assist in dispensary stock control	20	NE	SIRCDIS006	Maintain dispensary stock	30
SIRCDIS405	Assist in dispensary administration	20	NE	SIRCDIS007	Administer dispensary computer systems and claims	35
SIRCDIS408	Coordinate service to patients in residential care settings	25	NE	SIRCDIS008	Coordinate service to residential care facilities	25
SIRCHCS414	Support the management of obstructive sleep apnoea	30	NE	SIRCHCS001	Support the management of obstructive sleep apnoea	30
SIRCHCS413	Supply and hire aids and equipment to support home health care	20	NE	SIRCHCS002	Supply and hire home health care aids and equipment	20

SIRCHCS407	Test blood pressure and advise on self-monitoring	20	NE	SIRCHCS003	Test blood pressure and advise on self-monitoring	50
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management	20	NE	SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	50
SIRCHCS412	Provide Australian Needle and Syringe Program services	15	NE	SIRCHCS005	Provide Australian Needle and Syringe Program services	15
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews	20	NE	SIRCHCS006	Coordinate pharmacy health promotions	20
SIRCIND201	Operate in a community pharmacy framework	15	NE	SIRCIND001	Work effectively in a community pharmacy	30
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15	NE	SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	35
			-	SIRCINF001	Use pharmacy practices for infection control	45
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	10	NE	SIRCPPA001	Assist customers with vitamins, minerals and supplements	30
SIRCPPK202	Assist customers seeking eye and ear products	10	NE	SIRCPPA002	Assist customers with eye and ear care products	30
SIRCPPK203	Assist customers seeking first aid and wound care products	10	NE	SIRCPPA003	Assist customers with first aid products	30
SIRCPPK204	Assist customers seeking oral care products	10	NE	SIRCPPA004	Assist customers with oral care products	30
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	10	NE	SIRCPPA005	Assist customers with cough and cold relief products	30
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	10	NE	SIRCPPA006	Assist customers with skin and anti-fungal products	30
SIRCHCS410	Advise on pregnancy and maternal health products and services	20	NE	SIRCPPA007	Assist customers with pregnancy and maternal health products and services	35
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions	10	NE	SIRCPPA008	Assist customers with products for gastro-intestinal conditions	30
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions	10	NE	SIRCPPA009	Assist customers with allergy relief products	30
SIRCPPK310	Assist customers seeking analgesic and anti-inflammatory products	10	NE	SIRCPPA010	Assist customers with analgesic and anti-inflammatory products	30
SIRCPPK311	Assist customers seeking baby or infant care medicines and products	10	NE	SIRCPPA011	Assist customers with baby and infant care products	35
SIRCHCS303	Advise on asthma management	20	NE	SIRCPPA012	Assist customers with asthma-care aids and equipment	35
SIRCHCS304	Advise on smoking cessation	20	NE	SIRCPPA013	Assist customers with smoking cessation products	30
SIRCHCS305	Advise on continence management	20	NE	SIRCPPA014	Assist customers with continence management	30

					products	
SIRCHCS411	Advise on wound care products and self-care	20	NE	SIRCPPA015	Assist customers with wound care products	35
SIRCHCS409	Advise on diet, nutrition and weight-management products and services	20	NE	SIRCPPA016	Assist customers with diet, nutrition and weight-management products and services	35
SIRCHCS306	Advise on complementary medicines	20	NE	SIRCPPA017	Assist customers with complementary medicines	30
SIRCPPK312	Assist customers seeking sexual health medicines and products	20	NE	SIRCPPA018	Assist customers with women's and men's health care products	35
SIRRFSA001A	Apply retail food safety practices	35	NE	SIRRFSA001	Handle food safely in a retail environment	35
SIRRFSA002A	Monitor food safety program	35	NE	SIRRFSA002	Supervise a food safety program	35
SIRXINV005A	Control inventory	35	NE	SIRRINV001	Receive and handle retail stock	35
SIRXINV001A	Perform stock control procedures	35	NE	SIRRINV001	Receive and handle retail stock	35
SIRXINV002A	Maintain and order stock	35	NE	SIRRINV002	Control stock	35
SIRXMER202	Plan, create and maintain displays	35	NE	SIRRMER001	Produce visual merchandise displays	30
SIRRMER001A	Merchandise food products	25	NE	SIRRMER002	Merchandise food products	25
SIRXMER303	Coordinate merchandise presentation	35	NE	SIRRMER003	Coordinate visual merchandising activities	35
			-	SIRRMRM001	Plan merchandise buying strategy	40
SIRXFIN201	Balance and secure point-of-sale terminal	20	NE	SIRRRTF001	Balance and secure point-of-sale terminal	20
			-	SIRRRTF002	Monitor retail store financials	35
			-	SIRRRTF003	Drive retail profitability	55
			-	SIRRSTR001	Undertake strategic planning in retail	70
			-	SIRRSTY001	Style the customer	25
SIRWFIN001A	Complete debtor processes	40	NE	SIRWFIN001	Complete debtor processes	35
SIRWSLS302	Process product and service data	30	NE	SIRWSLS001	Process product and service data	35
SIRWSLS303	Analyse and achieve sales targets	35	NE	SIRWSLS002	Analyse and achieve sales targets	30
SIRWSLS304	Build sales of branded products	35	NE	SIRWSLS003	Build sales of branded products	30
SIRWSLS305	Optimise customer and territory coverage	35	NE	SIRWSLS004	Optimise customer and territory coverage	30
SIRXCCS202	Interact with customers	35	NE	SIRXCEG001	Engage the customer	35
			-	SIRXCEG002	Assist with customer difficulties	35
SIRXCCS408	Build retail relationships and sustain customer loyalty	40	NE	SIRXCEG003	Build customer relationships and loyalty	40

SIRXCCS304	Coordinate interaction with customers	35	NE	SIRXCEG004	Create a customer-centric culture	30
SIRXCCS305	Maintain business to business relationships	35	NE	SIRXCEG005	Maintain business to business relationships	30
			-	SIRXCHA001	Facilitate the change process	35
SIRXSRM801	Lead the organisation through change	70	NE	SIRXCHA002	Lead the change process	70
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	50	NE	SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
			-	SIRXCOM002	Work effectively in a team	25
			-	SIRXCOM003	Promote team cohesion	25
			-	SIRXDLV001	Deliver food products	20
SIRXHRM002A	Recruit and select personnel	35	NE	SIRXHRM001	Recruit, select and induct team members	35
SIRXMGT002A	Maintain employee relations	35	NE	SIRXHRM002	Maintain employee relations	30
			-	SIRXHWB001	Maintain personal health and wellbeing	30
			-	SIRXHWB002	Promote workplace health and wellbeing	25
SIRXIND101	Work effectively in a customer service environment	40	NE	SIRXIND001	Work effectively in a service environment	35
SIRXCLM101	Organise and maintain work areas	15	NE	SIRXIND002	Organise and maintain the store environment	15
			-	SIRXIND003	Organise personal work requirements	15
SIRXIND102	Plan a career in the retail industry	20	NE	SIRXIND004	Plan a career in the retail industry	15
			-	SIRXIND005	Develop personal productivity	20
			-	SIRXMGT001	Supervise and support frontline team members	35
			-	SIRXMGT002	Lead a frontline team	35
			-	SIRXMGT003	Provide leadership to others	45
SIRXSRM808	Plan and manage complex retail projects	60	NE	SIRXMGT004	Plan and manage retail projects	60
SIRXSRM802	Lead the development of business opportunities	70	NE	SIRXMGT005	Lead the development of business opportunities	65
SIRXMPR002A	Provide marketing and promotion program support	35	NE	SIRXMKT001	Support marketing and promotional activities	30
			-	SIRXMKT002	Use social media to engage customers	30
SIRXMPR006A	Manage promotional activities	40	NE	SIRXMKT003	Manage promotional activities	45
			-	SIRXMKT004	Undertake digital marketing activities	25
SIRXMPR007A	Devise a strategic marketing plan	60	NE	SIRXMKT005	Develop a marketing strategy	80

SIRXSLS002A	Advise on products and services	25	NE	SIRXPDK001	Advise on products and services	25
SIRRRPK001A	Advise on food products and services	20	NE	SIRXPDK002	Advise on food products and services	25
SIRXRPK001A	Recommend health and nutritional products	40	NE	SIRXPDK003	Advise on health and nutritional products and services	25
			-	SIRXRSK001	Identify and respond to security risks	25
SIRXRSK002A	Maintain store security	20	NE	SIRXRSK002	Maintain store security	20
			-	SIRXRSK003	Manage risk in the retail environment	55
SIRXSLS201	Sell products and services	20	NE	SIRXSLS001	Sell to the retail customer	40
SIRXCCS201	Apply point-of-sale handling procedures	20	NE	SIRXSLS002	Follow point-of-sale procedures	10
			-	SIRXSLS003	Achieve sales results	30
			-	SIRXSLS004	Drive sales results	25
			-	SIRXTAD001	Train others in frontline tasks	20
			-	SIRXTAD002	Develop the retail frontline	35
			-	SIRXTAD003	Coach others for success	20
			-	SIRXWHS001	Work safely	25
SIRXWHS101	Apply safe work practices	20	NE	SIRXWHS002	Contribute to workplace health and safety	20
SIRXWHS302	Maintain store safety	35	NE	SIRXWHS003	Maintain workplace safety	30

## Traineeships

The following table provides a summary of the qualifications in the SIR Retail Services Training Package and the accredited traineeship courses they will replace.

SIR07 Current Unit					SIR Replacement Unit		
National Code	National Title	Traineeship	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
SIR20112	Certificate II in Community Pharmacy	TR03210: COMMUNITY PHARMACY (LEVEL 2)	395	NE	SIR20116	Certificate II in Community Pharmacy	370
SIR20212	Certificate II in Retail Services	TR07270: RETAIL (LEVEL 2)	375	NE	SIR20216	Certificate II in Retail Services	305
SIR30112	Certificate III in Community Pharmacy	TR08530: COMMUNITY PHARMACY (LEVEL 3)	575	NE	SIR30116	Certificate III in Community Pharmacy	595
SIR30212	Certificate III in Retail Operations	TR07290: RETAIL (LEVEL 3)	450	NE	SIR30216	Certificate III in Retail	395
SIR30412	Certificate III in Business to Business Sales	TR10600: BUSINESS TO BUSINESS SALES OFFICER (LEVEL 3)	320	NE	SIR30316	Certificate III in Business to Business Sales	330
SIR40112	Certificate IV in Community Pharmacy	TR10000: COMMUNITY PHARMACY (LEVEL 4)	355	NE	SIR40116	Certificate IV in Community Pharmacy	370
SIR40212	Certificate IV in Retail Management	TR06630: RETAIL MANAGEMENT (LEVEL 4)	360	NE	SIR40316	Certificate IV in Retail Management	350