

SIR07 RETAIL SERVICES TRAINING PACKAGE

Version 3.3

WA NOMINAL HOURS GUIDE

**Western Australian Department of Training and Workforce
Development**

September 2013

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Introduction

This Implementation Guide has been generated to enable the stakeholders in the Retail Services Industry in Western Australia to participate in the managed implementation of the National SIR07 Retail Services Training Package Version 3.2.

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 3.3 of the SIR07 Retail Services Training Package was released by Training.Gov.Au (TGA) on the **14 September 2013**

Version 3 of the SIR07 Retail Services Training Package was released by Training.Gov.Au (TGA) on the **13 June 2012**

Obtaining the Training Package

The SIR07 Retail Services Training Package can be purchased from:



Information on National Training Packages is also available through Training.Gov (TGA), which can be located on the Internet at: www.training.gov.au

All RTOs who have Training Package qualifications on their Scope of Delivery must have access to the relevant Training Package.

Version Modification History

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

| Version | TGA Release Date | Modification History |
|---------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.3 | 14 September 2013 | <p>SIR07 V3.3 replaces the SIR07 V3.2 Retail Services Training Package.</p> <p>Skill Sets The development of 4 new Community Pharmacy Skill Sets</p> <ul style="list-style-type: none"> • Dispensary • Human Resources Management • Quality • Stock Control |
| 3.2 | 21 January 2013 | <p>SIR07 V3.2 replaces the SIR07 V3.1 Retail Services Training Package</p> <p>General</p> <ul style="list-style-type: none"> • Editorial updates • Update to Retail Services Qualification Pathway diagram <p>Qualifications:</p> <ul style="list-style-type: none"> • Added BSBLED401A Develop teams and individuals to the Elective units in SIR50112 Diploma of Retail Management • Added SIRCDIS301 Accept prescriptions and return dispensed medicines to customers to the Elective units in SIR40112 Certificate IV in Community Pharmacy <p>Units:</p> <ul style="list-style-type: none"> • Amendment to the Range statement for SIRCPPK205 Assist customers seeking to relieve cough and cold symptoms |
| 3.1 | 14 August 2012 | <p>SIR07 V3.1 replaces the SIR07 V3 Retail Services Training Package.</p> <p>Qualifications: Updates to imported units and editorial corrections:</p> <ul style="list-style-type: none"> • SIR20112 Certificate II in Community Pharmacy • SIR30112 Certificate III in Community Pharmacy • SIR30412 Certificate III in Business to Business Sales • SIR40112 Certificate IV in Community Pharmacy • SIR40212 Certificate IV in Retail Management <p>Units: Updated the following imported units:</p> <ul style="list-style-type: none"> • BSBCCO301B Use multiple information systems • BSBCCO304C Provide sales solutions to customers • BSBCUS401B Coordinate implementation of customer service strategies • BSBWOR301B Organise personal work priorities and development • HLTCOM408D Use specific health technology to communicate effectively • HLTSL408D Perform home-based assessments for sleep studies <p>The following imported unit added:</p> <ul style="list-style-type: none"> • BSBLED401A Develop teams and individuals <p>Skill Sets: The development of 5 new skill sets:</p> <ul style="list-style-type: none"> • Coaching and Mentoring • Management • Marketing • Operations |

| Version | TGA Release Date | Modification History |
|---------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | 13 June 2012 | <ul style="list-style-type: none"> • Sales <p>SIR07 V3 replaces SIR07 V2 Retail Services Training Package</p> <p>SIR07 V2 and SIR07 V3 are the same for retail qualifications and competency standards.</p> <p>Qualifications Updates to the community pharmacy qualifications: - SIR20112 Certificate II in Community Pharmacy - SIR30112 Certificate III in Community Pharmacy - SIR40112 Certificate IV in Community Pharmacy</p> <p>Amendments: - Four community pharmacy management units added to the electives of SIR50112 Diploma of Retail Management</p> <p>Units of Competency - Updates to all existing community pharmacy units - 15 new community pharmacy units of competency</p> <p>Assessment Guidelines: - Updated to reflect current community pharmacy industry requirements</p> |
| 2 | 13 June 2012 | <p>SIR07 V2 replaces the SIR07 V1.3 Retail Services Training Package</p> <p>Qualifications Amendments include: The review of 6 existing retail qualifications: - SIR10112 Certificate I in Retail Services - SIR20212 Certificate II in Retail Services - SIR30212 Certificate III in Retail Operations - SIR40212 Certificate IV in Retail Management - SIR50112 Diploma of Retail Management - SIR50212 Diploma of Visual Merchandising</p> <p>The development of 4 new qualifications: - SIR20312 Certificate II in Retail Fast Food - SIR30312 Certificate III in Retail Supervision - SIR30412 Certificate III in Business to Business Sales - SIR80112 Vocational Graduate Certificate in Retail Leadership</p> <p>The removal of the following Community Pharmacy qualifications: - SIR20107 Certificate II in Community Pharmacy - SIR30107 Certificate III in Community Pharmacy - SIR40107 Certificate IV in Community Pharmacy</p> <p>The removal of the SIR20307 Certificate II and SIR30307 III Certificate III in Wholesale</p> <p>Packaging changes applied to increase flexibility.</p> <p>Units of competency - SIR07 V2 includes 155 retail services specific units of competency.</p> <p>Amendments include: (please refer to the Training Package Version Modification History for the full details) - updating the unit descriptors, application statements, required knowledge and skills and evidence guides - reducing the number of prerequisites and removing co requisites - developing nineteen (19) new units of competency - deleting twenty nine (29) community pharmacy units of competency:</p> |

| Version | TGA Release Date | Modification History |
|---------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | <p>- improving reference to sustainability principles and skills within newly developed and revised units of competency</p> <p>- upgrading seventy six (76) units by updating the unit descriptors, application statements, required knowledge and skills and evidence guides. Please note that these units retain the same code as contained in SIR07 V1.3 to comply with the transitional policy on unit coding.</p> <p>Assessment guidelines</p> <p>The SIR07 V2 Retail Services Training Package includes a minor addition to the assessment guidelines relating to the qualifications and vocational expertise of assessors assessing the newly developed SIR80112 Vocational Graduate Certificate in Retail Leadership.</p> |
| 1.3 | December 2010 | <p>The selection of imported units for the following qualifications have been broadened to comply with NQC's increased flexibility ruling:</p> <ul style="list-style-type: none"> - SIR30107 Certificate III in Community Pharmacy - SIR40107 Certificate IV in Community Pharmacy - SIR50207 Diploma of Visual Merchandising |
| 1.2 | June 2010 | <p>Qualification rules updated to include the selection of units from accredited courses and other Training Packages as an elective.</p> |
| 1.1 | March 2010 | <p>Imported units:</p> <ul style="list-style-type: none"> • BSB01 Business Services Training Package replaced by updated versions from BSB07 Business Services Training Package. • THH02 Hospitality Training Package replaced by updated versions from SIT07 V2 Tourism, Hospitality and Events Training Package. |
| 1 | 24 August 2007 | <p>Primary release</p> |

Transition Arrangements

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications within 12 months of the release date of the Training Package on to Training.gov.au (TGA).

Students currently enrolled in an existing version of the Training Package qualification should be permitted to complete the program they enrolled in initially, unless the move to the related qualification from a Training Package can be made without disadvantage to a student.

Nominal Hours

The Commonwealth Department of Employment, Education and Workplace Relations' definition of nominal hours states:

“The value assigned to a structured program of study that nominally represents the anticipated hours of supervised learning and/or training deemed necessary to conduct training/learning and assessment activities associated with the program of study”

Source: National Quality Council Training Package Glossary Version V2.1 17/03/2010
<http://www.deewr.gov.au/Skills/Overview/Policy/TPDH/Downloads/Documents/TrainingPackGlossary.pdf>

Nominal hours are identified for each Training Package qualification. Total nominal hours may vary within a qualification depending on the units of competency

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

Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in the SIR07 Retail Services Training Package

| National ID | Title | Nominal Hours |
|--------------------|------------------------------------------------------|----------------------|
| SIR10112 | Certificate I in Retail Services | 145 |
| SIR20112 | Certificate II in Community Pharmacy | 395 |
| SIR20212 | Certificate II in Retail Services | 375 |
| SIR20312 | Certificate II in Retail Fast Food | 395 |
| SIR30112 | Certificate III in Community Pharmacy | 575 |
| SIR30212 | Certificate III in Retail Operations | 450 |
| SIR30312 | Certificate III in Retail Supervision | 450 |
| SIR30412 | Certificate III in Business to Business Sales | 320 |
| SIR40112 | Certificate IV in Community Pharmacy | 355 |
| SIR40212 | Certificate IV in Retail Management | 360 |
| SIR50112 | Diploma of Retail Management | 590 |
| SIR50212 | Diploma of Visual Merchandising | 975 |
| SIR80112 | Vocational Graduate Certificate in Retail Leadership | 290 |

Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the industry SIR07 Retail Services Training Package

| Code | 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 prescription medicines to customers outside the pharmacy | 10 |
| SIRCDIS303 | Assist in dispensary operations | 40 |
| SIRCDIS404 | Assist in dispensary stock control | 20 |
| SIRCDIS405 | Assist in dispensary administration | 20 |
| SIRCDIS406 | Assist in preparing dose administration containers | 20 |
| SIRCDIS407 | Assist in preparing extemporaneous prescriptions | 40 |
| 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 | 30 |
| 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 | 20 |
| SIRCHCS408 | Test blood glucose and advise on equipment and services for diabetes management | 20 |
| 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 | 40 |
| SIRCPPK201 | Assist customers seeking commonly requested vitamins, minerals and supplements | 10 |
| SIRCPPK202 | Assist customers seeking eye and ear products | 10 |
| SIRCPPK203 | Assist customers seeking first aid and wound care products | 10 |
| SIRCPPK204 | Assist customers seeking oral care product | 10 |
| SIRCPPK205 | Assist customers seeking to relieve cough and cold symptoms | 10 |
| 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 | 10 |
| SIRCPPK309 | Assist customers seeking to relieve common allergic symptom reactions | 10 |
| SIRCPPK310 | Assist customers seeking analgesic and anti-inflammatory products | 10 |
| SIRCPPK311 | Assist customers seeking baby or infant care medicines and products | 10 |
| SIRCPPK312 | Assist customers seeking sexual health medicines and products | 20 |
| SIRCQUA401 | Coordinate a pharmacy quality system | 40 |
| SIRRFSA001A | Apply retail food safety practices | 35 |
| SIRRFSA302 | Monitor food safety program | 35 |
| SIRRMER001A | Merchandise food products | 25 |

| Code | Title | Nominal Hours |
|-------------|---------------------------------------------------------------------------|----------------------|
| 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 | 40 |
| SIRRMER406 | Design, construct and maintain props | 60 |
| SIRRMER407 | Design merchandisers | 40 |
| SIRRMER508 | Produce retail visual illustrations | 15 |
| SIRRMER509 | Manufacture visual merchandising signage and support structures | 50 |
| SIRRMER510 | Produce working drawings | 15 |
| SIRRMER511 | Plan, organise and maintain display lighting | 40 |
| SIRRMER512 | Produce perspective drawings, plans and elevations | 15 |
| SIRRMER513 | Develop concept visuals | 15 |
| SIRRMER514 | Design and produce store plans and floor layouts | 40 |
| SIRRMER515 | Manage visual merchandising projects | 40 |
| SIRRMER516 | Style merchandise for photography | 20 |
| SIRRMER517 | Develop and apply strategies for merchandising and corporate presentation | 50 |
| SIRRMER518 | Present design concepts | 30 |
| SIRRMER519 | Design and produce merchandising and in-store presentations | 50 |
| SIRRPOS001A | Process postal outlet transactions | 35 |
| SIRRPOS002A | Handle mail received in a retail environment | 35 |
| SIRRPOS003A | Deliver mail in a retail environment | 15 |
| SIRRPOS004A | Handle customer interviews and applications | 35 |
| SIRRRPK001A | Advise on food products and services | 20 |
| 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 | 40 |
| SIRRRPK007A | Recommend and fit clothing or footwear products and services | 40 |
| SIRRRPK008A | Recommend jewellery products and services | 40 |
| SIRRRPK009A | Recommend toddler and baby products | 40 |
| SIRRRPK010A | Recommend home and home improvement products and services | 40 |
| 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 | 40 |
| SIRWFIN001A | Complete debtor process | 40 |
| SIRWFIN002A | Manage debtor processes | 40 |
| SIRWINV301 | Administer supply to a business | 40 |
| SIRWINV302 | Monitor inventory capacity to meet demand | 20 |
| SIRWLS301 | Build sales relationships | 30 |
| SIRWLS302 | Process product and service data | 30 |
| SIRWLS303 | Analyse and achieve sales targets | 35 |
| SIRWLS304 | Build sales of branded products | 35 |
| SIRWLS305 | Optimise customer and territory coverage | 35 |
| SIRXADM001A | Apply retail office procedures | 15 |
| SIRXADM002A | Coordinate retail office | 35 |
| SIRXCCS201 | Apply point-of-sale handling procedures | 20 |
| SIRXCCS202 | Interact with customers | 35 |
| SIRXCCS203 | Promote loyalty programs | 10 |
| SIRXCCS304 | Coordinate interaction with customers | 35 |
| SIRXCCS305 | Maintain business to business relationships | 35 |
| SIRXCCS406 | Provide professional customer service for high value and complex sales | 20 |
| SIRXCCS407 | Develop business to business relationships | 40 |
| SIRXCCS408 | Build retail relationships and sustain customer loyalty | 40 |

| Code | Title | Nominal Hours |
|-------------|---------------------------------------------------------------------------------------------|----------------------|
| SIRXCCS509 | Manage business customers | 40 |
| SIRXCLM101 | Organise and maintain work areas | 15 |
| SIRXCLM402 | Manage store facilities | 30 |
| SIRXCOM101 | Communicate in the workplace to support team and customer outcomes | 50 |
| SIRXCOM202 | Communicate with customers using technologies | 20 |
| 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 |
| SIRXFIN002A | Perform retail finance duties | 25 |
| SIRXFIN003A | Produce financial reports | 35 |
| SIRXFIN004A | Manage financial resources | 35 |
| SIRXFIN005A | Manage operations to budget | 40 |
| SIRXFIN006A | Manage prices | 50 |
| SIRXFIN201 | Balance point-of-sale terminal | 20 |
| SIRXGLC401 | Monitor compliance with legislative requirements for the establishment of a retail business | 50 |
| SIRXGLC502 | Establish business legal and legislative requirements | 50 |
| SIRXHRM001A | Administer human resources policy | 35 |
| SIRXHRM002A | Recruit and select personnel | 35 |
| 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 |
| SIRXIND101 | Work effectively in a customer service environment | 40 |
| SIRXIND102 | Plan a career in the retail industry | 20 |
| SIRXINV001A | Perform stock control procedures | 35 |
| SIRXINV002A | Maintain and order stock | 35 |
| SIRXINV003A | Plan inventory levels | 40 |
| SIRXINV005A | Control inventory | 35 |
| SIRXINV006A | Develop purchasing strategies | 40 |
| SIRXINV404 | Manage retail merchandise range | 25 |
| SIRXINV407 | Manage suppliers | 25 |
| SIRXMER201 | Merchandise products | 35 |
| SIRXMER202 | Plan, create and maintain displays | 35 |
| SIRXMER303 | Coordinate merchandise presentation | 35 |
| SIRXMER304 | Present products | 125 |
| 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 | 60 |
| SIRXMGT001A | Coordinate work teams | 35 |
| SIRXMGT002A | Maintain employee relations | 35 |
| SIRXMGT003A | Lead and manage people | 30 |
| 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 | 35 |
| SIRXMPR003A | Conduct telemarketing | 30 |
| SIRXMPR004A | Market products | 40 |
| SIRXMPR005A | Seize a business opportunity | 30 |
| SIRXMPR006A | Manage promotional activities | 40 |

| Code | Title | Nominal Hours |
|-------------|--------------------------------------------------------------|----------------------|
| SIRXMPR007A | Devise a strategic marketing plan | 60 |
| SIRXMPR008A | Implement advertising and promotional activities | 35 |
| SIRXPRO002A | Implement product recalls | 25 |
| SIRXPRO003A | Review product or service performance | 50 |
| SIRXPRO005A | Manage distribution processes | 50 |
| SIRXPRO006A | Forecast product performance | 40 |
| SIRXPRO007A | Improve supply and distribution chains | 50 |
| SIRXPRO008A | Access product and service performance data | 30 |
| SIRXPRO401 | Maximise sales of branded products and services | 40 |
| SIRXPRO504 | Maximise product sales and market share | 50 |
| 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 |
| SIRXRPK001A | Recommend health and nutritional products and services | 40 |
| SIRXRPK002A | Recommend hair, beauty and cosmetic products and services | 40 |
| SIRXRSK002A | Maintain store security | 20 |
| SIRXRSK003A | Apply store security systems and procedures | 35 |
| SIRXRSK201 | Minimise loss | 20 |
| SIRXRSK404 | Control store security | 35 |
| SIRXSLS002A | Advise on products and services | 25 |
| SIRXSLS007A | Train sales team members | 35 |
| SIRXSLS008A | Develop a sales strategy | 60 |
| SIRXSLS009A | Manage sales teams | 30 |
| SIRXSLS201 | Sell products and services | 20 |
| 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 |
| SIRXSLS410 | Lead a sales representatives team | 30 |
| 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 |
| SIRXWHS101 | Apply safe work practices | 20 |
| SIRXWHS302 | Maintain store safety | 35 |
| SIRXWHS403 | Provide a safe work environment | 35 |

Qualification Mapping

The following table provides an overview of the qualifications from Versions 2 and 3 which replace qualifications from the existing version of the SIR07 Retail Services Training Package.

| Version 1.3 Current Qualification | | | Versions 2 and 3 Replacement Qualification | | |
|-----------------------------------|---------------------------------------|-------|--------------------------------------------|------------------------------------------------------|-------|
| National ID | Title | Hours | National ID | Qualification Title | Hours |
| SIR10107 | Certificate I in Retail Services | 145 | SIR10112 | Certificate I in Retail Services | 145 |
| SIR20107 | Certificate II in Community Pharmacy | 475 | SIR20112 | Certificate II in Community Pharmacy | 395 |
| SIR20207 | Certificate II in Retail | 375 | SIR20212 | Certificate II in Retail Services | 375 |
| | No previous equivalent | | SIR20312 | Certificate II in Retail Fast Food | 395 |
| SIR20307 | Certificate II in Wholesale | | | Qualification removed | |
| SIR30107 | Certificate III in Community Pharmacy | 790 | SIR30112 | Certificate III in Community Pharmacy | 575 |
| SIR30207 | Certificate III in Retail | 320 | SIR30212 | Certificate III in Retail Operations | 450 |
| SIR30307 | Certificate III in Wholesale | | | Qualification removed | |
| | No previous equivalent | | SIR30312 | Certificate III in Retail Supervision | 450 |
| | No previous equivalent | | SIR30412 | Certificate III in Business to Business Sales | 320 |
| SIR40107 | Certificate IV in Community Pharmacy | 840 | SIR40112 | Certificate IV in Community Pharmacy | 355 |
| SIR40207 | Certificate IV in Retail Management | 360 | SIR40212 | Certificate IV in Retail Management | 360 |
| SIR50107 | Diploma of Retail Management | 590 | SIR50112 | Diploma of Retail Management | 590 |
| SIR50207 | Diploma of Visual Merchandising | 1205 | SIR50212 | Diploma of Visual Merchandising | 975 |
| | No previous equivalent | | SIR80112 | Vocational Graduate Certificate in Retail Leadership | 290 |

Mapping Units of Competency

The following table provides an overview of the units of competency from the Version 1.3 which are replaced by the units of competency from versions 2 and 3.

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|----------------------------------------------------------------------|-------|-----------------------------------|------------------------------------------------------------------------|-------|-------|
| National ID | Title | Hours | National ID | Title | Hours | *E/NE |
| | No previous equivalent | | SIRCCPM501 | Lead and develop pharmacy teams | 35 | - |
| | No previous equivalent | | SIRCCPM502 | Manage pharmacy sales and service delivery | 35 | - |
| | No previous equivalent | | SIRCCPM503 | Manage pharmacy premises and equipment | 30 | - |
| | No previous equivalent | | SIRCCPM504 | Investigate new front-of-pharmacy products and services | 40 | - |
| SIRPDIS001A | Accept prescriptions and deliver medicine | 10 | SIRCDIS301 | Accept prescriptions and return dispensed medicines to customers | 10 | E |
| SIRPDIS002A | Deliver prescription medicines to customers outside the pharmacy | 10 | SIRCDIS302 | Deliver prescription medicines to customers outside the pharmacy | 10 | E |
| SIRPDIS003A | Assist in dispensary operations | 40 | SIRCDIS303 | Assist in dispensary operations | 40 | E |
| SIRCDIS004A | Assist in dispensary stock control | 20 | SIRCDIS404 | Assist in dispensary stock control | 20 | E |
| | | | SIRCDIS405 | Assist in dispensary administration | 20 | - |
| SIRPDIS005A | Assist in preparing dose administration containers | 20 | SIRCDIS406 | Assist in preparing dose administration containers | 20 | E |
| SIRPDIS006A | Assist in preparing extemporaneous prescriptions | 40 | SIRCDIS407 | Assist in preparing extemporaneous prescriptions | 40 | E |
| | No previous equivalent | | SIRCDIS408 | Coordinate service to patients in residential care settings | 25 | |
| SIRPPKS001A | Support the sale of pharmacy and pharmacist-only medicines | 15 | SIRCHCS201 | Support the supply of Pharmacy Medicines and Pharmacist Only Medicines | 15 | E |
| SIRPPKS010A | Assist in the management of pharmacy and pharmacist only medicines | 30 | SIRCHCS302 | Assist in managing Pharmacy Medicines and Pharmacist Only Medicines | 30 | E |
| SIRPPKS011A | Provide information, products and services on asthma | 20 | SIRCHCS303 | Advise on asthma management | 20 | E |
| SIRPPKS018A | Provide information, products and services on smoking cessation | 20 | SIRCHCS304 | Advise on smoking cessation | 20 | E |
| | No previous equivalent | | SIRCHCS305 | Advise on continence management | 20 | - |
| SIRPPKS013A | Provide information, products and services on complementary medicine | 20 | SIRCHCS306 | Advise on complementary medicines | 20 | E |

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|-------------------------------------------------------------------------------------|-------|-----------------------------------|---------------------------------------------------------------------------------|-------|------|
| National ID | Title | Hours | National ID | Title | Hours | E/NE |
| SIRPPKS012A | Provide information, products and services on blood pressure | 20 | SIRCHCS407 | Test blood pressure and advise on self-monitoring | 20 | NE |
| SIRPPKS014A | Provide information, products and services on diabetes | 20 | SIRCHCS408 | Test blood glucose and advise on equipment and services for diabetes management | 20 | NE |
| SIRPPKS015A | Provide information, products and services on diet, nutrition and weight management | 20 | SIRCHCS409 | Advise on diet, nutrition and weight-management products and services | 20 | E |
| SIRPPKS017A | Provide information, products and services on pregnancy and maternal health | 20 | SIRCHCS410 | Advise on pregnancy and maternal health products and services | 20 | E |
| SIRPPKS020A | Provide information, products and services on wound care | 20 | SIRCHCS411 | Advise on wound care products and self-care | 20 | E |
| | No previous equivalent | | SIRCHCS412 | Provide Australian Needle and Syringe Program services | 15 | - |
| SIRPPKS016A | Provide information, products and services to support home health care | 20 | SIRCHCS413 | Supply and hire aids and equipment to support home health care | 20 | E |
| | No previous equivalent | | SIRCHCS414 | Support the management of obstructive sleep apnoea | 30 | - |
| | No previous equivalent | | SIRCHCS415 | Coordinate pharmacy health promotions and home medicine reviews | 20 | - |
| | No previous equivalent | | SIRCIND201 | Operate in a community pharmacy framework | 15 | - |
| | No previous equivalent | | SIRCIND202 | Plan a career in community pharmacy | 20 | - |
| SIRPMER001A | Market and promote pharmacy products and services area | 40 | SIRCMER401 | Market and promote a pharmacy products and services area | 40 | E |
| | No previous equivalent | | SIRCPPK201 | Assist customers seeking commonly requested vitamins, minerals and supplements | 10 | - |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 10 | SIRCPPK202 | Assist customers seeking eye and ear products | 10 | NE |
| SIRPPKS008A | Identify, locate and sell first aid and wound care products | 10 | SIRCPPK203 | Assist customers seeking first aid and wound care products | 10 | E |
| SIRPPKS006A | Identify, locate and sell eye, ear and oral care products | 10 | SIRCPPK204 | Assist customers seeking oral care product | 10 | NE |
| SIRPPKS005A | Identify, locate and sell cough and cold products | 10 | SIRCPPK205 | Assist customers seeking to relieve cough and cold symptoms | 10 | E |
| SIRPPKS009A | Identify, locate and sell products for skin and fungal conditions | 10 | SIRCPPK206 | Assist customers seeking to relieve skin and fungal conditions | 10 | E |
| | No previous equivalent | | SIRCPPK207 | Supply medical devices | 10 | - |

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|---------------------------------------------------------------------------|-------|-----------------------------------|---------------------------------------------------------------------------|-------|------|
| National ID | Title | Hours | National ID | Title | Hours | E/NE |
| SIRPPKS007A | Identify, locate and sell products for gastrointestinal conditions | 10 | SIRCPPK308 | Assist customers seeking relief from gastrointestinal conditions | 10 | E |
| SIRPPKS002A | Identify, locate and sell products related to allergies | 10 | SIRCPPK309 | Assist customers seeking to relieve common allergic symptom reactions | 10 | E |
| SIRPPKS003A | Identify, locate and sell analgesic and anti-inflammatory products | 10 | SIRCPPK310 | Assist customers seeking analgesic and anti-inflammatory products | 10 | E |
| SIRPPKS004A | Identify, locate and sell baby and infant products | 10 | SIRCPPK311 | Assist customers seeking baby or infant care medicines and products | 10 | E |
| SIRPPKS019A | Provide information, products and services on women's and men's health | 20 | SIRCPPK312 | Assist customers seeking sexual health medicines and products | 20 | E |
| | No previous equivalent | | SIRCQUA401 | Coordinate a pharmacy quality system | 40 | - |
| SIRRFSA002A | Monitor food safety program | 35 | SIRRFSA302 | Monitor food safety program | 35 | E |
| SIRRMER007A | Apply lettering | 40 | SIRRMER405 | Produce visual merchandising signs | 40 | E |
| SIRRMER010A | Design, construct and maintain props and merchandisers | 60 | SIRRMER406 | Design, construct and maintain props | 60 | E |
| SIRRMER015A | Design merchandisers | 40 | SIRRMER407 | Design merchandisers | 40 | E |
| SIRRMER005A | Produce retail visual illustrations | 15 | SIRRMER508 | Produce retail visual illustrations | 15 | E |
| SIRRMER006A | Manufacture visual merchandising support structures | 50 | SIRRMER509 | Manufacture visual merchandising signage and support structures | 50 | E |
| SIRRMER008A | Produce working drawings | 15 | SIRRMER510 | Produce working drawings | 15 | E |
| SIRRMER012A | Maintain display lighting and brief lighting designers | 40 | SIRRMER511 | Plan, organise and maintain display lighting | 40 | E |
| SIRRMER009A | Produce perspective drawings, plans and elevations | 15 | SIRRMER512 | Produce perspective drawings, plans and elevations | 15 | E |
| SIRRMER011A | Develop concept visuals | 15 | SIRRMER513 | Develop concept visuals | 15 | E |
| SIRRMER013A | Design and produce store plans and floor layouts | 40 | SIRRMER514 | Design and produce store plans and floor layouts | 40 | E |
| SIRRMER014A | Manage visual merchandising projects | 40 | SIRRMER515 | Manage visual merchandising projects | 40 | E |
| SIRRMER016A | Style merchandise for photography | 20 | SIRRMER516 | Style merchandise for photography | 20 | E |
| SIRRMER018A | Develop and apply strategies for merchandising and corporate presentation | 50 | SIRRMER517 | Develop and apply strategies for merchandising and corporate presentation | 50 | E |
| SIRRMER019A | Present design concepts | 30 | SIRRMER518 | Present design concepts | 30 | E |
| SIRRMER017A | Design and produce merchandising and in-store presentations | 50 | SIRRMER519 | Design and produce merchandising and in-store presentations | 50 | E |

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|--------------------------------------------------------------------|-------|-----------------------------------|------------------------------------------------------------------------|-------|------|
| National ID | Title | Hours | National ID | Title | Hours | E/NE |
| SIRRRPK014A | Recommend specialised products and services | 40 | SIRRRPK214 | Recommend specialised products and services | 40 | E |
| SIRWIND001A | Confirm wholesale business practices | 20 | | Unit deleted | | |
| SIRWINV001A | Process purchases | 40 | | Unit deleted | | |
| SIRWINV002A | Administer supply into a business | 40 | SIRWINV301 | Administer supply to a business | 40 | E |
| SIRWINV003A | Monitor inventory capacity to meet demand | 20 | SIRWINV302 | Monitor inventory capacity to meet demand | 20 | E |
| SIRWSLS001A | Sell products and services to business customers | 20 | | Unit deleted | | |
| SIRWSLS002A | Build sales relationships | 30 | SIRWSLS301 | Build sales relationships | 30 | E |
| SIRWSLS004A | Process product and service data | 30 | SIRWSLS302 | Process product and service data | 30 | E |
| SIRWSLS005A | Analyse and achieve sales targets | 35 | SIRWSLS303 | Analyse and achieve sales targets | 35 | E |
| SIRWSLS006A | Build sales of branded products | 35 | SIRWSLS304 | Build sales of branded products | 35 | E |
| SIRWSLS003A | Optimise customer and territory coverage | 35 | SIRWSLS305 | Optimise customer and territory coverage | 35 | E |
| SIRXCCS001A | Apply point-of-sale handling procedures | 20 | SIRXCCS201 | Apply point-of-sale handling procedures | 20 | NE |
| SIRXCCS002A | Interact with customers | 35 | SIRXCCS202 | Interact with customers | 35 | E |
| | No previous equivalent | | SIRXCCS203 | Promote loyalty programs | 10 | - |
| SIRXCCS003A | Coordinate interaction with customers | 35 | SIRXCCS304 | Coordinate interaction with customers | 35 | E |
| SIRXCCS006A | Maintain business to business relationships | 35 | SIRXCCS305 | Maintain business to business relationships | 35 | E |
| | No previous equivalent | | SIRXCCS406 | Provide professional customer service for high value and complex sales | 20 | - |
| SIRXCCS004A | Develop business to business relationships | 40 | SIRXCCS407 | Develop business to business relationships | 40 | E |
| | No previous equivalent | | SIRXCCS408 | Build retail relationships and sustain customer loyalty | 40 | - |
| SIRXCCS005A | Manage business customers | 40 | SIRXCCS509 | Manage business customers | 40 | E |
| SIRXCLM001A | Organise and maintain work areas | 15 | SIRXCLM101 | Organise and maintain work areas | 15 | N |
| SIRXCLM002A | Manage store facilities | 30 | SIRXCLM402 | Manage store facilities | 30 | E |
| SIRXCOM001A | Communicate in the workplace | 50 | SIRXCOM101 | Communicate in the workplace to support team and customer outcomes | 50 | N |
| | No previous equivalent | | SIRXCOM202 | Communicate with customers using technologies | 20 | - |
| SIRXFIN001A | Balance point-of-sale terminal | 20 | SIRXFIN201 | Balance point-of-sale terminal | 20 | E |
| SIRXGLC003A | Comply with legislative requirements affecting business activities | 30 | | Unit deleted | | |
| SIRXGLC001A | Monitor compliance with legal and legislative | 50 | SIRXGLC401 | Monitor compliance with legislative | 50 | E |

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|-----------------------------------------------------------------|-------|-----------------------------------|---------------------------------------------------------------------------|-------|------|
| National ID | Title | Hours | National ID | Title | Hours | E/NE |
| | requirements affecting business operations | | | requirements for the establishment of a retail business | | |
| SIRXGLC002A | Establish compliance with legal and legislative requirements | 50 | SIRXGLC502 | Establish business legal and legislative requirements | 50 | NE |
| SIRXICT003A | Operate retail information technology systems | 35 | SIRXICT303 | Operate retail information technology systems | 35 | E |
| SIRXICT004A | Adopt mobile commerce applications to improve sales and service | 50 | SIRXICT404 | Adopt mobile commerce applications to improve sales and service | 50 | E |
| SIRXIND001A | Work effectively in a retail environment | 40 | SIRXIND101 | Work effectively in a customer service environment | 40 | E |
| | No previous equivalent | | SIRXIND102 | Plan a career in the retail industry | 20 | - |
| SIRXINV004A | Buy merchandise | 50 | SIRXINV404 | Manage retail merchandise range | 25 | NE |
| SIRXINV004A | Buy merchandise | 50 | SIRXINV407 | Manage suppliers | 25 | NE |
| SIRXMER001A | Merchandise products | 35 | SIRXMER201 | Merchandise products | 35 | E |
| SIRXMER005A | Create a display | 35 | SIRXMER202 | Plan, create and maintain displays | 35 | E |
| SIRXMER002A | Coordinate merchandise presentation | 35 | SIRXMER303 | Coordinate merchandise presentation | 35 | E |
| SIRXMER006A | Present products | 125 | SIRXMER304 | Present products | 125 | E |
| SIRXMER004A | Manage merchandise and store presentation | 35 | SIRXMER405 | Manage store presentation and pricing | 35 | NE |
| SIRXMER003A | Monitor in-store visual merchandising display | 35 | SIRXMER406 | Monitor in-store visual merchandising display | 35 | E |
| SIRXMER007A | Demonstrate merchandising and category presentation skills | 60 | SIRXMER407 | Plan and build visual presentations for a range of merchandise categories | 60 | E |
| | No previous equivalent | | SIRXMGT507 | Manage staff through change | 60 | |
| | No previous equivalent | | SIRXMGT508 | Plan and prepare for business sustainability | 40 | |
| | No previous equivalent | | SIRXMGT509 | Manage diversity within the business | 50 | |
| <i>SIRXPRO008A</i> | <i>Access product and service performance data</i> | 30 | | <i>Unit deleted</i> | | |
| SIRXPRO001A | Maximise sales of branded products | 40 | SIRXPRO401 | Maximise sales of branded products and services | 40 | E |
| SIRXPRO004A | Maximise product sales and market share | 50 | SIRXPRO504 | Maximise product sales and market share | 50 | E |
| SIRXRSK001A | Minimise theft | 20 | SIRXRSK201 | Minimise loss | 20 | NE |
| SIRXRSK004A | Control store security | 35 | SIRXRSK404 | Control store security | 35 | E |
| SIRXSLS001A | Sell products and services | 20 | SIRXSLS201 | Sell products and services | 20 | E |
| SIRXSLS004A | Build relationships with customers | 35 | SIRXSLS303 | Build relationships with customers | 35 | E |
| SIRXSLS003A | Coordinate sales performance | 35 | SIRXSLS304 | Coordinate sales performance | 35 | E |
| | No previous equivalent | | SIRXSLS405 | Coordinate a retail operation during economic | 40 | - |

| Version 1.3 Current Unit | | | Versions 2 and 3 Replacement Unit | | | |
|--------------------------|------------------------------------|-------|-----------------------------------|--------------------------------------------------------------|-------|------|
| National ID | Title | Hours | National ID | Title | Hours | E/NE |
| | | | | downturns | | |
| SIRXSLS005A | Manage sales and service delivery | 35 | SIRXSLS406 | Manage sales and service delivery | 35 | E |
| SIRXSLS006A | Lead a sales team | 30 | SIRXSLS410 | Lead a sales representatives team | 30 | E |
| | No previous equivalent | | SIRXSRM801 | Lead the organisation through change | 70 | |
| | No previous equivalent | | SIRXSRM802 | Lead the development of business opportunities | 70 | |
| | No previous equivalent | | SIRXSRM803 | Lead and develop retail staff | 60 | |
| | No previous equivalent | | SIRXSRM804 | Continuously improve operational retail processes | 80 | |
| | No previous equivalent | | SIRXSRM805 | Lead the strategic planning process in a service environment | 80 | |
| | No previous equivalent | | SIRXSRM806 | Manage and transform sales and service programs | 60 | |
| | No previous equivalent | | SIRXSRM807 | Lead the development of a visual merchandising strategy | 60 | |
| | No previous equivalent | | SIRXSRM808 | Plan and manage complex retail projects | 60 | |
| | No previous equivalent | | SIRXSRM809 | Manage retail operations in a region or area | 80 | |
| SIRXOHS001A | Apply safe working practices | 20 | SIRXWHS101 | Apply safe work practices | 20 | E |
| SIRXOHS002A | Maintain store safety | 35 | SIRXWHS302 | Maintain store safety | 35 | E |
| SIRXOHS003A | Provide a safe working environment | 35 | SIRXWHS403 | Provide a safe work environment | 35 | E |

Traineeships

The following table provides a summary of the qualifications in the SIR07 Retail Services Training Package Versions 2 and 3 and the accredited traineeship courses they will replace.

| Version 1.3 | | | | Versions 2 and 3 | | |
|---------------------|---------------------------------------|------------------------------|-------|------------------|---------------------------------------|-------|
| National ID | Qualification Title | Traineeship | Hours | National ID | Qualification Title | Hours |
| TRAINEESHIPS | | | | | | |
| SIR20107 | Certificate II in Community Pharmacy | Community Pharmacy (Level 2) | 475 | SIR20112 | Certificate II in Community Pharmacy | 395 |
| SIR20207 | Certificate II in Retail | Retail (Level 2) | 375 | SIR20212 | Certificate II in Retail Services | 375 |
| SIR30107 | Certificate III in Community Pharmacy | Community Pharmacy (Level 3) | 790 | SIR30112 | Certificate III in Community Pharmacy | 575 |
| SIR30207 | Certificate III in Retail | Retail (Level 3) | 320 | SIR30212 | Certificate III in Retail Operations | 450 |
| SIR40107 | Certificate IV in Community Pharmacy | Community Pharmacy (Level 4) | 840 | SIR40112 | Certificate IV in Community Pharmacy | 355 |
| SIR40207 | Certificate IV in Retail Management | Retail Management (Level 4) | 360 | SIR40212 | Certificate IV in Retail Management | 360 |