

SIR07 Retail Services Training Package Version 2



January 2012
Case for Endorsement

About Service Skills Australia

Service Skills Australia is the Industry Skills Council for the service industries. Skills councils are the recognised national bodies providing advice on industry training and skills development needs to government and industry.

Service Skills Australia represents the interests of businesses across sectors including retail and wholesale, sport, fitness, community recreation, outdoor recreation, tourism, meetings and events, hospitality, restaurants and catering, caravans, beauty, floristry, community pharmacy and funeral services.

Service Skills Australia supports skills development for our industries by:

- providing industry intelligence and advice to Skills Australia, government and enterprises on workforce development and skills needs
- actively supporting the development, implementation and continuous improvement of high quality training and workforce development products and services, including training packages
- providing independent skills and training advice to enterprises, including matching identified training needs with appropriate training solutions
- working with enterprises, employment service providers, training providers and government to allocate training places.

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Overview

Service Skills Australia (SSA) has developed the SIR07 V2 Retail Services Training Package as part of its continuous improvement process to ensure that the retail specific qualifications and units of competency reflect the current developments and work practices of the retail industry.

The community pharmacy qualifications and community pharmacy specific units of competency have also been revised and will be submitted for endorsement under a separate training package, known as SIP12 Community Pharmacy. The modification history on page 42 provides information on the specific details on all changes to the SIR07 Retail Services Training Package.

Background

The 2005-06 review of the Retail Training Package coincided with the review of the Community Pharmacy and Wholesale Training Packages and resulted in the three training packages being amalgamated into one – the SIR07 Retail Services Training Package. The rationale to this amalgamation was based on the inclusion of a number of retail units in the community pharmacy and wholesale qualifications as well as the government policy of rationalisation at the time. The submission of SIR07 Retail Services Training Package was conditionally supported by the community pharmacy industry as long as the industry didn't experience negative consequences as a result, and that the impact of these training packages coming together be evaluated at the time of the next review.

The review of SIR07 Retail Services Training Package commenced in 2010 and following the initial industry consultations has resulted in community pharmacy qualifications and competency standards being updated into a new separate Training Package. Refer to the SIP12 Community Pharmacy Training Package Case for Endorsement for further information.

The Continuous Improvement Process

The continuous improvement of the SIR07 Retail Services Training Package commenced in 2010. Stakeholder consultation and feedback was crucial to every project stage. Regular communication including project updates and reminders to provide feedback was sent to stakeholders via email alerts and the monthly SSA e-newsletter.

The Retail Services Project Reference Committee was formed to oversee the project development work, ensure that the appropriate stakeholders were consulted, and that the issues raised during the project were being appropriately addressed.

Research

Service Skills Australia utilised a number of strategies to inform their understanding of the trends within the retail industry and the required skills and knowledge required by contemporary retail and wholesale workers.

This intelligence gathering phase included analysis of existing research and conducting of new, on-site, primary research. The processes used included:

- Extensive in-depth interviews and workplace functional analyses in seven workplaces to gather information about the work that is undertaken by a range of occupations
- Analysis of the Retail Industry scoping project: retail executive interviews report and recommendations

- Analysis of statistics of the take-up and usage of qualifications and units of competency
- Analysis of feedback to the 'discussion paper' distributed by Service Skills Australia in March 2010 seeking feedback on the current SIR07 Retail Services Training Package which was informed by consultations with the retail industry, industry associations, Registered Training Organisations (RTOs) and state/territory training authorities (STAs)
- SSA's 2009 and 2010 Environmental Scan.

The *Continuous Improvement of the SIR07 Retail Services Training Package Recommended Action Report* was released in May 2010. The report summarised the findings of the intelligence gathering phase and made 12 recommendations for the improvement of the Training Package, including further skills development in the areas of customer service, technology, sustainability or 'green skills', merchandising, buying and management.

Redevelopment and refinement

During the redevelopment and refinement phase, 56 existing units of competency and qualifications were revised for technical improvements to reflect current National Skills Standards Council (NSSC) requirements and current work practices. New units were also developed to address skills gaps. Further consultations were conducted with industry to develop new units of competency required for higher level roles within the industry.

Consultation workshops and meetings, held in conjunction with SSA's network of state and territory industry training advisory bodies, were held in each state and territory to gather feedback on the draft components of the revised Training Package. These workshops were attended by 71 stakeholders from industry and RTOs. Consultation, which took place over a period of 2 months, also included individual meetings and presentations at industry and RTO network meetings. Stakeholders provided feedback on the online feedback register and by email and telephone. A register of feedback was maintained to ensure that all issues were addressed adequately.

In January 2011, all newly developed and revised units of competency along with the qualification framework were uploaded on to the SSA feedback register for comment. An email alert was sent to all constituents and a notice was posted on the SSA website.

This was followed up by a personal email to all State Training Authority personnel, State Industry Training Boards and every person that attended a workshop, notifying them of the information that had been uploaded and inviting them to comment.

Following the uploading of the units on the SSA website, refinements were made to the units and the qualifications framework in response to comments and recommendations received from stakeholders.

Validation and submission

The feedback on the draft components were collated and analysed and, where nationally consistent, incorporated into revised drafts.

Feedback received from this process was incorporated into a further draft and again uploaded onto the SSA website in August 2011.

The feedback on the draft components was collated and analysed and where comments were nationally consistent, incorporated into revised drafts. The final draft also incorporates feedback from the Quality Assurance process and the state training authorities.

The majority of stakeholder groups consulted during the review and redevelopment process of SIR07 V2 Retail Services Training Package were satisfied with the outcomes and believed that their issues had been considered and appropriately dealt with.

Summary of outcomes of the SIR07 Retail Services Training Package Version 2

The SIR07 Retail Services Training Package V2 includes 10 retail industry specific qualifications, 6 revised and 4 newly developed, ranging from AQF Certificate I to Vocational Graduate Certificate level. The new qualifications address job outcomes in fast food, supervisory and management and business to business environments.

It includes the removal of the community pharmacy qualifications and their specific units of competency as they will be transferred to the new SIP12 Community Pharmacy Training Package.

The SIR20307 Certificate II in Wholesale and SIR30307 Certificate III in Wholesale have also been removed due to qualifications no longer offering entry or career pathways in the retail services industry.

SIR07 V2 contains 154 retail units of competency and 56 imported units of competency. Nineteen new units of competency were developed to reflect the retail industry's need for customer service, higher technical and management skills required to work within the retail/business to business environment.

Seventy-seven units of competency were not reviewed. These units were identified as having little or no change in terms of currency. However, editorial updates were made to components of these units to align them to current unit template requirements. As a result, the coding of these upgraded units remains the same.

The transitional note in the Training Package Development Handbook states that, *for ISC Updates, such as minor typographical changes, do not change the code or its version identifier*¹. The non-reviewed units in SIR07 V2 retain the same code. The explicit Content Version identifier, which is visible on www.training.gov.au, will identify the specific version of the text of those Units of Competency.

The Handbook also states that, *for new units when the new Training Package Platform becomes operational, new codes allocated after the Training Package Content Platform becomes operational will not include the 'A', 'B', 'C' suffix*². The revised and new units do not include the 'A' suffix and have also been changed to include the AQF identifier, according to Training package Development Handbook Guidelines.

The SIR07 Retail Services Training Package V2 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.

¹ 3. Coding maintenance for Units of Competency, Training Package Development Handbook <http://www.deewr.gov.au/Skills/Overview/Policy/TPDH/CompetencyUnits/Pages/Policy.aspx#03> 1.12.11

² As above.

Section 1 Responsiveness and Recognition Quality Principles

This section provides evidence that the SIR07 Retail Services Training Package V2 meets responsiveness and recognition quality principles.

SIR07 V2 reflects contemporary work organisation and job profiles

The retail services industry is subject to changing economic factors and consumer demand more than other industries. Increasing consumer expectation and rapidly changing business formats and practices to meet these consumer demands are driving the need for higher-level specialist skills.

It is for this reason that the retail specific qualifications and unit content of the SIR07 Retail Services Training Package V2 were updated to ensure that they reflect work requirements in the current retail industry. The SIR07 Retail Services Training Package V2 includes 10 qualifications that align to job roles that were identified and confirmed by the retail industry during the consultation and validation processes including the following 4 newly developed qualifications that address specific emerging job outcomes:

- Certificate II in Retail Fast Food reflects the specific skills and knowledge required to work in fast food outlets.
- Certificate III in Retail Supervision reflects the supervisory role within a retail team and leads to management pathways.
- Certificate III in Business to Business Sales reflects the growing role within the business to business environment.
- Vocational Graduate Certificate in Retail Leadership reflects the role of retail executive managers who operate at the strategic level.

The SIR20307 Certificate II in Wholesale and SIR30307 Certificate III in Wholesale have been deleted due to these qualifications no longer offering entry or career pathways in the retail services industry. Although there is no direct alignment, the Certificate III in Business to Business Sales better reflects current job roles in this sector, which are a result of the development of multi-channel retailing and an increasing convergence of the retail and wholesale industries.

Six qualifications were reviewed to better reflect the skills and knowledge required to operate in a competitive retail environment.

SIR07 V2 is driven by industry needs

The Retail Services Project Reference Committee, a subcommittee of Service Skills Australia's Wholesale, Retail and Personal Services (WRAPS) Industry Advisory Committee, oversaw the continuous improvement process. The committee ensured that industry needs were the primary consideration for this review.

Specific communication measures such as email and website alerts were taken to ensure that industry involvement occurred during each phase of the process. Industry engagement included working closely with key national and state industry associations which were influential in promoting and encouraging their members to be involved during the consultation process.

Industry site visits that included extensive in-depth interview and workplace functional analyses in seven workplaces were a key part of the consultation process to ensure that industry needs were articulated by practitioners actually working in the specific job roles. This was particularly

important to ensure that the newly identified roles and skills within the business to business, and higher level management qualifications were correctly articulated.

SIR07 V2 responds to government broad policy initiatives

The SIR07 Retail Services Training Package V2 has addressed the following current policy initiatives not addressed in previous versions of the package:

Sustainability

Sustainability skills have been embedded into relevant units of competency to address gaps in sustainable work practices relevant to the retail industry in reducing negative environmental impact, such as reducing water and energy.

Flexibility

SIR07 Retail Services Training Package V2 has maintained the increased flexibility of packaging rules within their qualifications from SIR07 V1.3. Amendments and improvements to the flexible packaging rules have been incorporated into these new and revised qualifications to ensure better tailoring of job roles to suit differing industry and organisational contexts.

SIR07 V2 recognises convergence and connectivity of skills

To support the convergence and connectivity of skills and to address skills and knowledge applicable across a number of industries, SIR07 Retail Services Training Package V2 contains imported units of competency from other training packages. Up to date versions of the imported units were selected for this package to reflect up-to-date recognition of competency across these industry and occupational areas.

The packaging rules for qualifications also allow a number of units of competency not contained in SIR07 V2 Retail Services Training Package, to be selected from other Training Packages or accredited courses. For example, the Certificate III in Retail qualification allows for a sales assistant that works in a retail environment that offers hospitality services to incorporate units of competency relating to food and beverage services from the Tourism, Hospitality and Events Training Package.

SIR07 V2 supports movement of skills within and across organisations and sectors

The extensive use of imported units of competency through increased flexible packaging rules ensures individuals have skills to move within and across Retail Services, Business to Business and related sectors. For example, SIR07 Retail Services Training Package V2 allows retailers to gain recognition of skills developed in different areas of their business, such as training, franchising, work health and safety, marketing and public relations.

The retail industry has identified the need to be multi-skilled in the tight retail market. Businesses are diversifying in terms of the products and services offered in their store. It is not unusual to have a retailer offering multi-channelled retailing options, such as a shop front merchandising a wide and diverse range of goods and also offering hospitality services such as a coffee shop on its premise whilst also offering customers the option of using their online or telephone order services. This in turn provides greater opportunities for workers to develop skills in these environments such as information technology and hospitality and to transfer these skills to new environments or develop further skills in other sectors of the industry.

SIR07 V2 promotes national portability

The SIR07 Retail Services Training Package V2 contains nationally recognised qualifications that meet the training needs of industry in each state/territory.

SIR07 V2 reflects licensing and regulatory requirements

The retail services industry has no licensing requirements.

Relevant regulatory requirements such as work health and safety have been addressed as units of competency or embedded in appropriate units of competency.

Report by exception

Throughout the process of reviewing the Retail Services Training Package, SSA made every effort to engage with a range of stakeholders, including industry associations, unions, industry practitioners, state training industry advisory bodies, training providers and state training authorities.

During consultation, Service Skills South Australia raised the following concerns:

- Certificate III pathways for those people still at secondary school
- Streaming for specific sectors at the Certificate II level
- The concept of the Vocational Graduate Certificate in Retail Leadership

The table below highlights how Service Skills Australia has worked with Service Skills South Australia to address these issues

Issue	Service Skills Australia’s Response	Outcome
<p>The position the Retail Industry faces with the ‘non-preferred’ pathways for Certificate III for those people still at secondary school, creates a nexus for those young people seeking to further contemplate a future with the industry. At the very least in South Australia we have not said that one cannot undertake a Certificate III whilst still at school.</p>	<p>The Certificate III in Retail Operations from SIR07 V1.3 has been redesigned in response to industry consultation.</p> <p>It has been restructured and a Certificate III in Retail Supervision has also been developed. Due to the supervisory nature of this qualification, industry advice is that this qualification is not suitable for VET in Schools (VETiS) delivery.</p> <p>The new Certificate III in Retail Operations provides for VET in Schools (VETiS) delivery.</p>	<p>This pathway provides for those people still at secondary school to consider future career pathways in the retail industry.</p> <p>SIR07 V2 enables VETiS delivery via the Certificate I in Retail Services, Certificate II in Retail Services, and Certificate II in Retail Fast Food.</p>

Issue	Service Skills Australia's Response	Outcome
<p>Suggestion that there be 'streaming' opportunities offered at the Certificate II level such as Certificate II in Food Retail; Certificate II in Hardware Retail; Certificate II in Bakery Retail; Certificate II in Fashion/Footwear Retail etc.</p>	<p>Service Skills Australia developed the Certificate II in Food Retail.</p> <p>The Certificate II in Retail Services provides specialist product knowledge electives:</p> <ul style="list-style-type: none"> • Recommend liquor products • Recommend specialist product and services • Recommend health nutritional products and services • Recommend hair, beauty and cosmetic products and services <p>The Certificate III in Retail Operations provides specialist product knowledge electives:</p> <ul style="list-style-type: none"> • Recommend and fit clothing or footwear products and services • Recommend jewellery products and services • Recommend toddler and baby products • Recommend home and home improvement products and services • Recommend books or newspaper services • Recommend business and leisure products and services • Hire and sell video and DVD products and 	<p>After consultation with the Industry Advisory Committee, Service Skills Australia validated the Certificate II in Retail Fast Food</p>

Issue	Service Skills Australia's Response	Outcome
	services	
The concept of the Vocational Graduate Certificate (VGC) in Retail Leadership	<p>As part of the scoping, and prior to the commencement of the full review, Service Skills Australia conducted executive-level interviews with leading retailers and key industry members. Further interviews were conducted as part of the review and in response to issues raised about focused higher level qualifications the VGC in Retail Leadership was drafted for consultation.</p> <p>The VGC was developed as a result of these meetings, citing the need for Retail Senior Managers and Executives having the opportunity to gain a higher qualification within the Vocational Education and Training sector.</p> <p>Two face-to-face consultation sessions were conducted in South Australia with industry personnel invited by Service Skills South Australia to discuss the draft qualifications framework.</p>	<p>The Vocational Graduate Certificate in Retail Leadership was developed along with the other 9 qualifications in the Retail Services Training Package suite and taken out to all states and territories for consultation.</p> <p>SSSA has advised that they are unable to support the Retail Services Training Package because of this qualification. At no time have they provided specific information on content or structure of the VGC in order for us to address any concerns.</p>

Section 2 Flexibility and Functionality Quality Principles

This section provides evidence that the SIR07 Retail Services Training Package V2 meets flexibility and functionality quality principles.

SIR07 V2 meets the diversity of individual and enterprise needs

The SIR07 Retail Services Training Package V2 meets the diversity of individual and enterprise needs. This has been achieved through thorough consideration of units of competency and packaging rules for the revised and new retail qualifications against the current job roles and work practices of small and large enterprises within the retail services industry.

As validated by industry, all core units are applicable in any retail services context whilst the selection of specialised or general elective units allows for specific enterprise needs, differing work contexts, specific job outcomes, and individual choice for career progression.

SIR07 V2 supports equitable access and progression of learners

The SIR07 V2 Training Package supports equitable access and progression of learners. The inclusion of the new and revised qualifications allow career entry points from any qualification level accommodating individuals with varying backgrounds and experience to achieve higher levels within the retail services industry or transfer achieved skills towards other service or business related industries.

SIR07 V2 supports learner transition between education sectors

The SIR07 Retail Services Training Package V2 supports transition between education sectors.

For the schools sector, the Certificate II in Retail Services and the Certificate II in Retail Fast Food are appropriate for School Based Apprenticeship pathways and for the development of school based VET programs that incorporate sufficient industry work experience.

During the consultation process, the retail industry was adamant that the Certificate III in Retail Supervision and the Certificate IV in Retail Management were not appropriate for VETiS delivery due to the nature of the job role requiring supervision and on-the-job managerial experience.

At the higher level, the Vocational Graduate Certificate in Retail Leadership provides the foundation for higher education programs.

SIR07 V2 supports implementation across a range of settings

The SIR07 Retail Services Training Package V2 has been developed in consultation with a wide range of stakeholders including industry associations, unions, state training industry advisory bodies, training providers and state training authorities to ensure that the outcomes of the training package have relevance and application across an extensive range of workplaces and therefore will be implemented across a range of settings.

SIR07 V2 supports sound assessment practice

The retail industry support assessment practices that are primarily conducted in the workplace or a simulated environment.

While allowing for flexible approaches to assessment, each of the evidence guides suggest a range of assessment methods appropriate to the unit of competency.

SIR07 V2 does not impose structural barriers to implementation

The SIR07 Retail Services Training Package V2 has been developed to address industry needs in a flexible and accessible way. A wide range of stakeholders, including industry associations, industry personnel, RTOs, industry training advisory bodies and STAs were involved in the consultation processes throughout the redevelopment of the revised Training Package to ensure that the final product did not present any barriers to quality implementation.

All qualifications in SIR07 V2 allow for direct entry and facilitate pathways into other qualifications within and outside of the Training Package. The units of competency allow for

implementation using off and on the job delivery across a range of settings. Prerequisites for units have been minimised to allow increased access and reduce any structural barriers to implementation.

A copy of the Quality Report completed by a holistic quality assurance member of the ISC Quality Assurance Panel is included as Appendix B.

Section 3 Impact of Changes

General overview of changes to qualifications and units

The SIR07 Retail Services Training Package V2 is based on a comprehensive review of industry developments and feedback of the skill coverage, qualifications and structural improvements of the SIR07 V1.3. The outcomes will not have any major impact on implementation for key stakeholders, and do not affect the current regulatory environment.

Qualifications

SIR07 V2 includes 10 new and revised qualifications:

Amendments include:

- The review of 6 existing retail qualifications:
 - Certificate I in Retail Services
 - Certificate II in Retail Services
 - Certificate III in Retail Operations
 - Certificate IV in Retail Management
 - Diploma of Retail Management
 - Diploma of Visual Merchandising
- The development of 4 new qualifications:
 - Certificate II in Retail Fast Food
 - Certificate III in Retail Supervision
 - Certificate III in Business to Business Sales
 - Vocational Graduate Certificate in Retail Leadership.
- The removal of the following community pharmacy qualifications as the revised ones will be transferred to the new SIP12 Community Pharmacy Training Package:
 - Certificate II in Community Pharmacy
 - Certificate III in Community Pharmacy
 - Certificate IV in Community Pharmacy.
- The removal of the Certificates II and III in Wholesale
- Packaging changes applied to increase flexibility

Units of competency

SIR07 V2 includes 154 retail services specific units of competency.

Amendments include:

- updating the unit descriptors, application statements, required knowledge and skills and evidence guides of all units
- reducing the number of prerequisites and removing co requisites
- developing 19 new units of competency

- removing 3 retail specific units of competency
- removing 29 specific community pharmacy units of competency.
- improving reference to sustainability principles and skills within newly developed and revised units of competency

Assessment guidelines

The SIR07 Retail Services Training Package V2 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.

Impact on changes for stakeholders

The impacts on the extent of change to enable successful implementation are listed below:

Resource requirements

RTOs that are considering delivering the SIR07 Retail Services Training Package V2 should carefully assess whether they have the required resources to deliver Vocational Graduate Certificate in Retail Leadership qualification. In particular, the assessor requirements for the new Vocational Graduate Certificate in Retail Leadership states:

(assessors) 'must demonstrate significant vocational experience in the application of skills and knowledge as described in these units through a combination of supporting evidence'.

As there are few RTOs with this level of vocational expertise, it will require partnership arrangements with an industry professional to allow for the development and assessment of this qualification.

The inclusion of new units of competency requires RTOs to develop appropriate learning and assessment strategies and ensure that the outcomes are met. SSA does not expect that RTOs should re-apply for their scope of delivery for new units within qualifications. However, it is recommended that registering bodies ensure that learning and assessment strategies have been updated to meet the qualification changes.

Increased flexibility of packaging rules

All qualifications comply with the policy on flexibility rules. In supporting this initiative, RTOs should increase the choice of electives available for individuals and employers to meet their training needs, provided that the integrity of the qualification is maintained.

Sustainability skills

SIR07 V2 reflects current government policy directive by incorporating sustainability principles and skills within the training package. RTOs should ensure that their delivery and assessment strategies are updated to achieve these outcomes.

Coding

Essentially, changes to the coding of new and revised qualifications and units of competency of SIR07 V2 will impact on updates to VET administration systems, including those of RTOs.

Industry imperatives and timelines for implementation of components

The appropriate implementation of the SIR07 Retail Services Training Package V2 is a priority to address industry's training needs.

The SIR07 V2 Training Package has been driven by industry stakeholders and reflects current industry job roles and practices driven by increasing expectations of consumers demanding higher quality and specialised services. New and revised units have been developed to reflect industry's requirement for higher-level customer service and supervisory and management skills.

Industry's support of the new SIR07 Retail Services Training Package V2 is based on job roles with more options for specialisation and clear pathways for career development for the retail services industry, particularly in the area of supervisory, management and leadership roles.

Industry expectation of delivery and assessment

Quality delivery and assessment practices that meet industry's expectations are imperative if industry, employers and learners are to value the qualifications of SIR07 V2.

The industry expects that delivery and assessment of SIR07 V2 to be either on job, in industry, or a simulated work environment, with access to the correct equipment and range of clients as found in the workplace, or a combination of both. The retail services industry expects assessment will confirm the candidate's ability to demonstrate consistency of performance under conditions that can occur in the work environment.

One of the key re-occurring issues highlighted in SSA's environmental scans is that *skills development needs to occur in a way that ensures that the right skills are being developed for the job outcome, context of learners, and learners' work circumstances* 9604220³

The environmental scans have highlighted that the variable quality of training and the variation in work readiness of trainees has been an ongoing issue for the retail services industry.

SSA recommends that RTOs develop and maintain strong links with their local industry and relevant industry bodies or associations to assist in the development and validation of effective delivery and assessment strategies for achieving the outcomes required by industry.

To assist in the quality implementation of the SIR07 V2 Retail Services Training Package, SSA will develop an implementation program that will include:

- a series of professional development sessions for RTOs and interested stakeholders regarding SIR07 V2 updates and industry delivery and assessment expectations of the qualifications
- the revised Retail Services Training Package User Guide to provide an industry voice on expectations of quality delivery of training.

³ Service Skills Australia, Environmental Scan , 2009, 2010

Appendix A: Components for endorsement

SIR07 V2 qualifications titles and packaging rules

SIR07 V2 contains 10 newly developed and revised qualifications. The following table shows the packaging rules against each of the qualifications.

SIR07 V2 qualification code and title	Packaging rules
SIR10112 Certificate I in Retail Services	5 units must be completed: <ul style="list-style-type: none"> • 3 core units • 2 elective units: <ul style="list-style-type: none"> ◦ a minimum of 1 unit must be selected from the elective units listed ◦ 1 unit may be selected from any relevant Training Package or accredited course first packaged at AQF level 1 or 2.
SIR20212 Certificate II in Retail Services	14 units must be completed: <ul style="list-style-type: none"> • 8 core units • 6 elective units: <ul style="list-style-type: none"> ◦ a minimum of 3 units must be selected from the elective units listed ◦ a maximum of 3 units may be selected from any relevant endorsed Training Package or accredited course first packaged at AQF level 1, 2 or 3.
SIR20312 Certificate II in Retail Fast Food	14 units must be completed: <ul style="list-style-type: none"> • 6 core units • 8 elective units: <ul style="list-style-type: none"> ◦ a minimum of 5 units must be selected from the elective units listed ◦ a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 1, 2 or 3.
SIR30212 Certificate III in Retail Operations	14 units must be completed: <ul style="list-style-type: none"> • 6 core units • 8 elective units: <ul style="list-style-type: none"> ◦ a minimum of 5 units must be selected from the elective units listed ◦ a maximum of 3 elective units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.
SIR30312 Certificate III in Retail Supervision	12 units must be completed: <ul style="list-style-type: none"> • 6 core units • 6 elective units: <ul style="list-style-type: none"> ◦ a minimum of 3 units must be selected from the elective units listed ◦ a maximum of 3 units may be selected from any relevant

SIR07 V2 qualification code and title	Packaging rules
	Training Package or accredited course first packaged at AQF level 2, 3 or 4.
SIR30412 Certificate III in Business to Business Sales	10 units must be completed: <ul style="list-style-type: none"> • 5 core units • 5 elective units: <ul style="list-style-type: none"> ◦ a minimum of 3 units must be selected from the elective units listed ◦ a maximum of 2 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.
SIR40212 Certificate IV in Retail Management	10 units must be completed: <ul style="list-style-type: none"> • 3 core units • 7 elective units: <ul style="list-style-type: none"> ◦ a minimum of 4 units must be selected from the elective units listed ◦ a maximum of 3 units may be selected from any relevant endorsed Training Package or accredited course first packaged at AQF level 3, 4 or 5.
SIR50112 Diploma of Retail Management	9 units must be completed: <ul style="list-style-type: none"> • 2 core units • 7 elective units: <ul style="list-style-type: none"> ◦ a minimum of 4 units must be selected from the elective units listed, 3 of which must be coded SIR ◦ a maximum of 3 elective units may be selected from any relevant Training Package or accredited course first packaged at AQF level 4, 5 or 6.
SIR50212 Diploma of Visual Merchandising	23 units must be completed: <ul style="list-style-type: none"> • 15 core units • 8 elective units: <ul style="list-style-type: none"> ◦ a minimum of 4 units must be selected from the elective units listed ◦ a maximum of 4 units may be selected from other relevant arts, design or business-related Training Package or accredited course first packaged at AQF level 4, 5 or 6.
SIR80112 Vocational Graduate Certificate in Retail Leadership	4 units must be completed: <ul style="list-style-type: none"> • a minimum of 3 units must be selected from the units listed • 1 unit may be selected from any relevant endorsed Training Package or accredited course first packaged at AQF level 7 or 8.

SIR07 V2 units of competency

SIR07 V2 contains 154 Retail Services specific units of competency. The table below contains the units of competency categorised in their functional groups.

SIR07 V2 Code	SIR07 V2 Title	SIR07 V2 Prerequisite
Administration		
SIRXADM001A	Apply retail office procedures	
SIRXADM002A	Coordinate retail office	
Cleaning and Maintenance		
SIRXCLM101	Organise and maintain work areas	
SIRXCLM402	Manage store facilities	
Client and Customer Service		
SIRXCCS201	Apply point-of-sale handling procedures	
SIRXCCS202	Interact with customers	
SIRXCCS203	Promote loyalty programs	
SIRXCCS304	Coordinate interaction with customers	
SIRXCCS305	Maintain business to business relationships	
SIRXCCS406	Provide professional customer service for high value and complex sales	
SIRXCCS407	Develop business to business relationship	
SIRXCCS408	Build retail relationships and sustain customer loyalty	
SIRXCCS509	Manage business customers	
Communication		
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	
SIRXCOM202	Communicate with customers using technologies	
Computer Operations and ICT Management		
SIRXICT001A	Operate retail technology	
SIRXICT002A	Use computers as part of business and e-commerce processes	
SIRXICT303	Operate retail information technology systems	
SIRXICT404	Adopt mobile commerce applications to improve sales and service	
E-business		
SIRXEBS001A	Acquire and retain online customers	
SIRXEBS002A	Manage retail brands online	
SIRXEBS003A	Manage and promote business to business e-commerce solutions	

SIRXES004A	Select an e-business model	
Finance		
SIRWFIN001A	Manage debtor processes	
SIRWFIN002A	Complete debtor processes	
SIRXFIN201	Balance and secure point-of-sale terminal	
SIRXFIN002A	Perform retail finance duties	
SIRXFIN003A	Produce financial reports	
SIRXFIN004A	Manage financial resources	
SIRXFIN005A	Manage operations to budget	
SIRXFIN006A	Manage prices	
Food Safety		
SIRRFSA001A	Apply retail food safety practices	
SIRRFSA302	Monitor food safety program	
Governance and Legal Compliance		
SIRXGLC401	Monitor compliance with legislative requirements for the establishment of a retail business	
SIRXGLC502	Establish business legal and legislative requirements	
Human Resource Management		
SIRXHRM001A	Administer human resources policy	
SIRXHRM002A	Recruit and select personnel	
Industry		
SIRXIND101	Work effectively in a customer service environment	
SIRXIND102	Plan a career in the retail industry	
Inventory		
SIRWINV301	Administer supply to a business	
SIRWINV302	Monitor inventory capacity to meet demand	
SIRXINV001A	Perform stock control procedures	
SIRXINV002A	Maintain and order stock	
SIRXINV003A	Plan inventory levels	
SIRXINV402	Manage retail merchandise	
SIRXINV403	Manage suppliers	
SIRXINV005A	Control inventory	
SIRXINV006A	Develop purchasing strategies	
SIRXINV407	Manage suppliers	
Management and Leadership		
SIRXMGTO01A	Coordinate work teams	
SIRXMGTO02A	Maintain employee relations	

SIRXMG003A	Lead and manage people	
SIRXMG004A	Analyse and communicate information	
SIRXMG005A	Set strategic plans	
SIRXMG006A	Initiate and implement change	
SIRXMG507	Manage staff through change	
SIRXMG508	Plan and prepare for business sustainability	
SIRXMG509	Manage diversity within the business	
Marketing and Public Relations		
SIRXMP001A	Profile a retail market	
SIRXMP002A	Provide marketing and promotion program	
SIRXMP003A	Conduct telemarketing	
SIRXMP004A	Market products	
SIRXMP005A	Seize a business opportunity	
SIRXMP006A	Manage promotional activities	
SIRXMP007A	Devise a strategic marketing plan	
SIRXMP008A	Implement advertising and promotional activities	
Merchandising		
SIRRMER001A	Merchandise food products	SIRRFSA001 Apply retail food safety practices
SIRRMER002A	Pack and display meat products	SIRRFSA001 Apply retail food safety practices
SIRRMER003A	Prepare and display fast food items	SIRRFSA001 Apply retail food safety practices
SIRRMER004A	Prepare and display bakery products	SIRRFSA001 Apply retail food safety practices
SIRRMER405	Produce visual merchandising signs	
SIRRMER406	Design, construct and maintain props	
SIRRMER407	Design merchandisers	
SIRRMER508	Produce retail visual illustrations	
SIRRMER509	Manufacture visual merchandising signage and support structures	
SIRRMER510	Produce working drawings	
SIRRMER511	Plan, organise and maintain display lighting	
SIRRMER512	Produce perspective drawings, plans and elevations	
SIRRMER513	Develop concept visuals	
SIRRMER514	Design and produce store plans and floor layouts	
SIRRMER515	Manage visual merchandising projects	
SIRRMER516	Style merchandise for photography	

SIRRMER517	Develop and apply strategies for merchandising and corporate presentations	
SIRRMER518	Present design concepts	
SIRRMER519	Design and produce merchandising and in-store presentations	
SIRXMER201	Merchandise products	
SIRXMER202	Plan, create and maintain displays	
SIRXMER303	Coordinate merchandise presentation	
SIRXMER304	Present products	
SIRXMER405	Manage store presentation and pricing	
SIRXMER406	Monitor in-store visual merchandising display	
SIRXMER407	Plan and build visual presentations for a range of merchandise categories	
Product Knowledge		
SIRRRPK001A	Advise on food products and services	SIRRFSA001 Apply retail food safety practices
SIRRRPK002A	Advise on meat products	SIRRFSA001 Apply retail food safety practices
SIRRRPK003A	Advise on fast food products	SIRRFSA001 Apply retail food safety practices
SIRRRPK004A	Advise on bakery products	SIRRFSA001 Apply retail food safety practices
SIRRRPK005A	Advise on seafood products	SIRRFSA001 Apply retail food safety practices
SIRRRPK006A	Recommend liquor products	
SIRRRPK007A	Recommend and fit clothing or footwear products and services	
SIRRRPK008A	Recommend jewellery products and services	
SIRRRPK009A	Recommend toddler and baby products	
SIRRRPK010A	Recommend home and home improvement products and services	
SIRRRPK011A	Recommend books or newsagency services	
SIRRRPK012A	Recommend business and leisure products and services	
SIRRRPK013A	Hire and sell video and DVD products and services	
SIRRRPK214	Recommend specialised products and services	
SIRXRPK001A	Recommend health and nutritional products and services	
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	
Product Management		

SIRXPRO401	Maximise sales of branded products and services	
SIRXPRO002A	Implement product recalls	
SIRXPRO003A	Review product or service performance	
SIRXPRO504	Maximise product sales and market share	
SIRXPRO005A	Manage distribution processes	
SIRXPRO006A	Forecast product performance	
SIRXPRO007A	Improve supply and distribution chains	
Quality and Innovation		
SIRXQUA001A	Develop innovative ideas at work	
SIRXQUA002A	Lead a team to foster innovation	
SIRXQUA003A	Create an innovative work environment	
SIRXQUA004A	Set up systems that support innovation	
SIRXQUA005A	Maintain operational quality and productivity	
SIRXQUA006A	Benchmark and continuously improve operational quality	
Retail Management		
SIRXSRM801	Lead the organisation through change	
SIRXSRM802	Lead the development of business opportunities	
SIRXSRM803	Lead and develop retail staff	
SIRXSRM804	Continuously improve operational retail processes	
SIRXSRM805	Lead the strategic planning process in a service environment	
SIRXSRM806	Manage and transform sales and service programs	
SIRXSRM807	Lead the development of a visual merchandising strategy	
SIRXSRM808	Plan and manage complex retail projects	
SIRXSRM809	Manage retail operations in a region or area	
Retail Post		
SIRRPOS001A	Process postal outlet transactions	
SIRRPOS002A	Handle mail received in a retail environment	
SIRRPOS003A	Deliver mail in a retail environment	
SIRRPOS004A	Handle customer interviews and applications	
Risk Management and Security		
SIRXRSK201	Minimise loss	
SIRXRSK002A	Maintain store security	

SIRXRSK003A	Apply store security systems and procedures	
SIRXRSK404	Control store security	
Sales		
SIRWSLS301	Build sales relationships	
SIRWSLS302	Process product and service data	
SIRWSLS303	Analyse and achieve sales targets	
SIRWSLS304	Build sales of branded products	
SIRWSLS305	Optimise customer and territory coverage	
SIRXSLS201	Sell products and services	
SIRXSLS002A	Advise on products and services	
SIRXSLS303	Build relationships with customers	
SIRXSLS304	Coordinate sales performance	
SIRXSLS405	Coordinate a retail operation during economic downturns	
SIRXSLS406	Manage sales and service delivery	
SIRXSLS007A	Train sales representatives team members	
SIRXSLS008A	Develop a sales strategy	
SIRXSLS009A	Manage sales teams	
SIRXSLS410	Lead a sales representatives team	
Work Health and Safety (WHS)		
SIRXWHS101	Apply safe work practices	
SIRXWHS302	Maintain store safety	
SIRXWHS403	Provide a safe work environment	

SIR07 V2 occupational and licensing requirements

There are no occupational and licensing requirements impacting on the SIR07 V2 Retail Services Training Package.

SIR07 V2 Mapping information between old and replacement units of competency and qualifications

Mapping of Units of Competency

The following table shows the relationship of the SIR07 V2 units of competency against the SIR07 V1.3 units.

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
Community Pharmacy			
		SIRPDIS001A Accept prescriptions and deliver medicine	Deleted unit
		SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy	Deleted unit
		SIRPDIS003A Assist in dispensary operations	Deleted unit
		SIRPDIS004A Assist in dispensary stock control	Deleted unit
		SIRPDIS005A Assist in preparing dose administration containers	Deleted unit
		SIRPDIS006A Assist in preparing extemporaneous prescriptions	Deleted unit
		SIRPMERO01A Market and promote pharmacy products and services area	Deleted unit
		SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines	Deleted unit
		SIRPPKS002A Identify, locate and sell products related to allergies	Deleted unit
		SIRPPKS003A Identify, locate and sell analgesic and anti-inflammatory products	Deleted unit
		SIRPPKS004A Identify, locate and sell baby and infant products	Deleted unit
		SIRPPKS005A Identify, locate and sell cough and cold products	Deleted unit
		SIRPPKS006A Identify,	Deleted unit

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
		locate and sell eye, ear and oral care products	
		SIRPPKS007A Identify, locate and sell products for gastro-intestinal conditions	Deleted unit
		SIRPPKS008A Identify, locate and sell first aid and wound care products	Deleted unit
		SIRPPKS009A Identify, locate and sell products for skin and fungal conditions	Deleted unit
		SIRPPKS010A Assist in the management of pharmacy and pharmacist-only medicines	Deleted unit
		SIRPPKS011A Provide information, products and services on asthma	Deleted unit
		SIRPPKS012A Provide information, products and services on blood pressure	Deleted unit
		SIRPPKS013A Provide information, products and services on complementary medicine	Deleted unit
		SIRPPKS014A Provide information, products and services on diabetes	Deleted unit
		SIRPPKS015A Provide information, products and services on diet, nutrition and weight management	Deleted unit
		SIRPPKS016A Provide information, products and services to support home health care	Deleted unit
		SIRPPKS017A Provide information, products and services on pregnancy and maternal health	Deleted unit
		SIRPPKS018A Provide information, products and services on smoking cessation	Deleted unit
		SIRPPKS019A Provide information, products and services on women's and men's health	Deleted unit

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
		SIRPPKS020A Provide information, products and services on wound care	Deleted unit
Food Safety			
SIRRFSA001A	Apply retail food safety practices	SIRRFSA001A Apply retail food safety practices	E Editorial updates
SIRRFSA302	Monitor food safety program	SIRRFSA002A Monitor food safety program	E Updated and equivalent to SIRRFSA002A Previously contained the following pre-requisite SIRRFSA001A Apply retail food safety practices however the removal of this pre-requisite does not affect outcomes
Merchandising			
		SIRRIND001A Work effectively as a visual merchandiser	Deleted unit
SIRRMER001A	Merchandise food products	SIRRMER001A Merchandise food products	E Editorial updates
SIRRMER002A	Pack and display meat products	SIRRMER002A Pack and display meat products	E Editorial updates
SIRRMER003A	Prepare and display fast food items	SIRRMER003A Prepare and display fast food items	E Editorial updates
SIRRMER004A	Prepare and display bakery products	SIRRMER004A Prepare and display bakery products	E Editorial updates
SIRRMER405	Produce visual merchandising signs	SIRRMER007A Apply lettering	E Updated and equivalent to SIRRMER007A Title change but no change to outcomes
SIRRMER406	Design, construct and maintain props	SIRRMER010A Design, construct and maintain props and merchandisers	E Updated and equivalent to SIRRMER010A Title change but no change to outcomes
SIRRMER407	Design merchandisers	SIRRMER015A Design	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
		merchandisers	Updated and equivalent to SIRRMER015A
SIRRMER508	Produce retail visual illustrations	SIRRMER005A Produce retail visual illustrations	E Updated and equivalent to SIRRMER005A
SIRRMER509	Manufacture visual merchandising signage and support structures	SIRRMER006A Manufacture visual merchandising support structures	E Updated and equivalent to SIRRMER006A Title change but no change to outcomes
SIRRMER510	Produce working drawings	SIRRMER008A Produce working drawings	E Updated and equivalent to SIRRMER008A
SIRRMER511	Plan, organise and maintain display lighting	SIRRMER012A Maintain display lighting and brief lighting designers	E Updated and equivalent to SIRRMER012A Title change but no change to outcomes
SIRRMER512	Produce perspective drawings, plans and elevations	SIRRMER009A Produce perspective drawings, plans and elevations	E Updated and equivalent to SIRRMER009A
SIRRMER513	Develop concept visuals	SIRRMER011A Develop concept visuals	E Updated and equivalent to SIRRMER011A
SIRRMER514	Design and produce store plans and floor layouts	SIRRMER013A Design and produce store plans and floor layouts	E Updated and equivalent to SIRRMER013A
SIRRMER515	Manage visual merchandising projects	SIRRMER014A Manage visual merchandising projects	E Updated and equivalent to SIRRMER014A
SIRRMER516	Style merchandise for photography	SIRRMER016A Style merchandise for photography	E Updated and equivalent to SIRRMER016A
SIRRMER517	Develop and apply strategies for merchandising and corporate	SIRRMER018A Develop and apply strategies for merchandising and corporate presentation	E Updated and equivalent to SIRRMER018A

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
	presentations		
SIRRMER518	Present design concepts	SIRRMER019A Present design concepts	E Updated and equivalent to SIRRMER019A
SIRRMER519	Design and produce merchandising and in-store presentations	SIRRMER017A Design and produce merchandising and in-store presentations	E Updated and equivalent to SIRRMER017A
SIRXMER201	Merchandise products	SIRXMER001A Merchandise products	E Updated and equivalent to SIRXMER001A
SIRXMER202	Plan, create and maintain displays	SIRXMER005A Create a display	E Updated and equivalent to SIRXMER005A
SIRXMER303	Coordinate merchandise presentation	SIRXMER002A Coordinate merchandise presentation	E Updated and equivalent to SIRXMER002A
SIRXMER304	Present products	SIRXMER006A Present products	E Updated and equivalent to SIRXMER006A
SIRXMER405	Manage store presentation and pricing	SIRXMER004A Manage merchandise and store presentation	N This is a revised unit, based on SIRXMER004A Manage store presentation and pricing.
SIRXMER406	Monitor in-store visual merchandising display	SIRXMER003A Monitor in-store visual merchandising display	E Updated and equivalent to SIRXMER003A
SIRXMER407	Plan and build visual presentations for a range of merchandise categories	SIRXMER007A Demonstrate merchandising and category presentation skills	E Updated and equivalent to SIRXMER007A
Retail Post			
SIRRPOS001A	Process postal outlet transactions	SIRRPOS001A Process postal outlet transactions	E Editorial updates
SIRRPOS002A	Handle mail received in a retail environment	SIRRPOS002A Handle mail received in a retail	E Editorial updates

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
		environment	
SIRRPOS003A	Deliver mail in a retail environment	SIRRPOS003A Deliver mail in a retail environment	E Editorial updates
SIRRPOS004A	Handle customer interviews and applications	SIRRPOS004A Handle customer interviews and applications	E Editorial updates
Product Knowledge			
SIRRRPK001A	Advise on food products and services	SIRRRPK001A Advise on food products and services	E Editorial updates
SIRRRPK002A	Advise on meat products	SIRRRPK002A Advise on meat products	E Editorial updates
SIRRRPK003A	Advise on fast food products	SIRRRPK003A Advise on fast food products	E Editorial updates
SIRRRPK004A	Advise on bakery products	SIRRRPK004A Advise on bakery products	E Editorial updates
SIRRRPK005A	Advise on seafood products	SIRRRPK005A Advise on seafood products	E Editorial updates
SIRRRPK006A	Recommend liquor products	SIRRRPK006A Recommend liquor products	E Editorial updates
SIRRRPK007A	Recommend and fit clothing or footwear products and services	SIRRRPK007A Recommend and fit clothing or footwear products and services	E Editorial updates
SIRRRPK008A	Recommend jewellery products and services	SIRRRPK008A Recommend jewellery products and services	E Editorial updates
SIRRRPK009A	Recommend toddler and baby products	SIRRRPK009A Recommend toddler and baby products	E Editorial updates
SIRRRPK010A	Recommend home and home improvement products and services	SIRRRPK010A Recommend home and home improvement products and services	E Editorial updates
SIRRRPK011A	Recommend books or newsagency services	SIRRRPK011A Recommend books or newsagency services	E Editorial updates
SIRRRPK012A	Recommend business and leisure products and services	SIRRRPK012A Recommend business and leisure products and services	E Editorial updates
SIRRRPK013A	Hire and sell video and DVD products and services	SIRRRPK013A Hire and sell video and DVD products and services	E Editorial updates

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
SIRRRPK214	Recommend specialised products and services	SIRRRPK014A Recommend specialised products and services	E Editorial updates
SIRXRPK001A	Recommend health and nutritional products and services	SIRXRPK001A Recommend health and nutritional products and services	E Editorial updates
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	SIRXRPK002A Recommend hair, beauty and cosmetic products and services (product knowledge)	E Editorial updates
Finance			
SIRWFIN001A	Complete debtor processes	SIRWFIN001A Complete debtor processes	E Editorial updates
SIRWFIN002A	Manage debtor processes	SIRWFIN002A Manage debtor processes	E Editorial updates
		SIRWIND001A Confirm wholesale business practices	Deleted unit
		SIRWINV001A Process purchases	Deleted unit
SIRXFIN201	Balance and secure point-of-sale terminal	SIRXFIN001A Balance point-of-sale terminal	E Updated and equivalent to SIRXFIN001A
SIRXFIN002A	Perform retail finance duties	SIRXFIN002A Perform retail finance duties	E Editorial updates
SIRXFIN003A	Produce financial reports	SIRXFIN003A Produce financial reports	E Editorial updates
SIRXFIN004A	Manage financial resources	SIRXFIN004A Manage financial resources	E Editorial updates
SIRXFIN005A	Manage operations to budget	SIRXFIN005A Manage operations to budget	E Editorial updates
SIRXFIN006A	Manage prices	SIRXFIN006A Manage prices	E Editorial updates
Inventory			
SIRWINV301	Administer supply to a business	SIRWINV002A Administer supply in to a business	E Updated and equivalent to SIRWINV002A
SIRWINV302	Monitor inventory capacity to meet demand	SIRWINV003A Monitor inventory capacity to meet demand	E Updated and equivalent to

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
			SIRWINV003A
		SIRWSLS001A Sell products and services to business customers	Deleted unit
SIRXINV001A	Perform stock control procedures	SIRXINV001A Perform stock control procedures	E Editorial updates
SIRXINV002A	Maintain and order stock	SIRXINV002A Maintain and order stock	E Editorial updates
SIRXINV003A	Plan inventory levels	SIRXINV003A Plan inventory levels	E Editorial updates
SIRXINV404	Manage retail merchandise	SIRXINV004A Buy merchandise	N New unit - SIRXINV004A Buy merchandise is equivalent to the 2 new units developed from this unit: SIRXINV402A Manage merchandise range and SIRXINV403A Manage suppliers
SIRXINV005A	Control inventory	SIRXINV005A Control inventory	E Editorial updates
SIRXINV006A	Develop purchasing strategies	SIRXINV006A Develop purchasing strategies	E Editorial updates
SIRXINV407	Manage suppliers	SIRXINV004A Buy merchandise	N New unit - SIRXINV004A Buy merchandise is equivalent to the 2 new units developed from this unit: SIRXINV402A Manage merchandise range and SIRXINV403A Manage suppliers
Administration			
SIRXADM001A	Apply retail office procedures	SIRXADM001A Apply retail office procedures	E Editorial updates
SIRXADM002A	Coordinate retail office	SIRXADM002A Coordinate retail office	E Editorial updates
Client and Customer Service			
SIRXCCS201	Apply point-of-sale	SIRXCCS001A Apply point-	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
	handling procedures	of-sale handling procedures	Updated and equivalent to SIRXCCS001A
SIRXCCS202	Interact with customers	SIRXCCS002A Interact with customers	E Updated and equivalent to SIRXCCS002A
SIRXCCS203	Promote loyalty programs		N New unit- no equivalent in SIR07
SIRXCCS304	Coordinate interaction with customers	SIRXCCS003A Coordinate interaction with customers	E Updated and equivalent to SIRXCCS003A
SIRXCCS305	Maintain business to business relationships	SIRXCCS006A Maintain business to business relationships	N Content and element added addressing functions to improve business customer outcomes and business relationships
SIRXCCS406	Provide professional customer service for high value and complex sales		N New unit- no equivalent in SIR07
SIRXCCS407	Develop business to business relationship	SIRXCCS004A Develop business to business relationships	E Updated and equivalent to SIRXCCS004A
SIRXCCS408	Build retail relationships and sustain customer loyalty		N New unit- no equivalent in SIR07
SIRXCCS509	Manage business customers	SIRXCCS005A Manage business customers	E Updated and equivalent to SIRXCCS005A
Communication			
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	SIRXCOM001A Communicate in the workplace	N Title change reflects the inclusion of elements and content addressing team work and working with customers and staff from diverse backgrounds.

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
SIRXCOM202	Communicate with customers using technologies		N New unit- no equivalent in SIR07
E-business			
SIRXEBS001A	Acquire and retain online customers	SIRXEBS001A Acquire and retain online customers	E Editorial updates
SIRXEBS002A	Manage retail brands online	SIRXEBS002A Manage retail brands online	E Editorial updates
SIRXEBS003A	Manage and promote business to business e-commerce solutions	SIRXEBS003A manage and promote business to business e-commerce solutions	E Editorial updates
SIRXEBS004A	Select an e-business model	SIRXEBS004A Select an e-business model	E Editorial updates
Cleaning and Maintenance			
SIRXCLM101	Organise and maintain work areas	SIRXCLM001A Organise and maintain work areas	N Content and element added addressing handling hazards
SIRXCLM402	Manage store facilities	SIRXCLM002A Manage store facilities	E Updated and equivalent to SIRXCLM002A
Governance and Legal Compliance			
SIRXGLC401	Monitor compliance with legislative requirements for the establishment of a retail business	SIRXGLC001A Monitor compliance with legal and legislative requirements affecting business operations	E Updated and equivalent to SIRXGLC001A
SIRXGLC502	Establish business legal and legislative requirements	SIRXGLC002A Establish compliance with legislative requirements	N Significant review of unit with deletion of wholesale focus and addition of content from deleted unit: SIRXGLC003A
		SIRXGLC003A Comply with legislative requirements affecting business activities	Deleted unit - rolled content into re-focused SIRXGLC502 Establish business and legislative requirements
Human Resource Management			
SIRXHRM001A	Administer human	SIRXHRM001A Administer	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
	resources policy	human resources policy	Editorial updates
SIRXHRM002A	Recruit and select personnel	SIRXHRM002A Recruit and select personnel	E Editorial updates
Computer Operations and ICT Management			
SIRXICT001A	Operate retail technology	SIRXICT001A Operate retail technology	E Editorial updates
SIRXICT002A	Use computers as part of business and e-commerce processes	SIRXICT002A Use computers as part of business and e-commerce process	E Editorial updates
SIRXICT303	Operate retail information technology systems	SIRXICT003A Operate retail information technology systems	E Updated and equivalent to SIRXICT003A
SIRXICT404	Adopt mobile commerce applications to improve sales and service	SIRXICT004A Adopt mobile commerce applications to improve sales and service	E Updated and equivalent to SIRXICT004A
Industry			
SIRXIND101	Work effectively in a customer service environment	SIRXIND001B Work effectively in a retail environment	E Updated and equivalent to SIRXIND001B
SIRXIND102	Plan a career in the retail industry		N New unit- no equivalent in SIR07
Management and Leadership			
SIRXMGT001A	Coordinate work teams	SIRXMGT001A Coordinate work teams	E Editorial updates
SIRXMGT002A	Maintain employee relations	SIRXMGT002A Maintain employee relations	E Editorial updates
SIRXMGT003A	Lead and manage people	SIRXMGT003A Lead and manage people	E Editorial updates
SIRXMGT004A	Analyse and communicate information	SIRXMGT004A Analyse and communicate information	E Editorial updates
SIRXMGT005A	Set strategic plans	SIRXMGT005A Set strategic plans	E Editorial updates
SIRXMGT006A	Initiate and implement change	SIRXMGT006A Initiate and implement change	E Editorial updates
SIRXMGT507	Manage staff through change	SIRXMGT007A Manage staff through change	E Editorial updates

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
SIRXMG508	Plan and prepare for business sustainability		N New unit- no equivalent in SIR07-
SIRXMG509	Manage diversity within the business		N New unit- no equivalent in SIR07-
Marketing and Public Relations			
SIRXMP001A	Profile a retail market	SIRXMP001A Profile a retail market	E Editorial updates
SIRXMP002A	Provide marketing and promotion program	SIRXMP002A Provide marketing and promotion program	E Editorial updates
SIRXMP003A	Conduct telemarketing	SIRXMP003A Conduct telemarketing	E Editorial updates
SIRXMP004A	Market products	SIRXMP004A Market products	E Editorial updates
SIRXMP005A	Seize a business opportunity	SIRXMP005A Seize a business opportunity	E Editorial updates
SIRXMP006A	Manage promotional activities	SIRXMP006A Manage promotional activities	E Editorial updates
SIRXMP007A	Devise a strategic marketing plan	SIRXMP007A Devise a strategic marketing plan	E Editorial updates
SIRXMP008A	Implement advertising and promotional activities	SIRXMP008A Implement advertising and promotional activities	E Editorial updates
Product Management			
SIRXPR0401	Maximise sales of branded products and services	SIRXPR0001A Maximise sales of branded products	E This is a revised unit, based on and equivalent to SIRXPR0001A Maximise sales of branded products.
SIRXPR0002A	Implement product recalls	SIRXPR0002A Implement product recalls	E Editorial updates
SIRXPR0003A	Review product or service performance	SIRXPR0003A Review product or service performance	E Editorial updates
SIRXPR0504	Maximise product sales and market share	SIRXPR0004A Maximise product sales and market share	E Updated and equivalent to SIRXPR0004A
SIRXPR0005A	Manage distribution	SIRXPR0005A Manage	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
	processes	distribution processes	Editorial updates
SIRXPRO006A	Forecast product performance	SIRXPRO006A Forecast product performance	E Editorial updates
SIRXPRO007A	Improve supply and distribution chains	SIRXPRO007A Improve supply and distribution chains	E Editorial updates
		SIRXPRO008A Access product and service performance data	Deleted unit
Quality and Innovation			
SIRXQUA001A	Develop innovative ideas at work	SIRXQUA001A Develop innovative ideas at work	E Editorial updates
SIRXQUA002A	Lead a team to foster innovation	SIRXQUA002A Lead a team to foster innovation	E Editorial updates
SIRXQUA003A	Create an innovative work environment	SIRXQUA003A Create an innovative work environment	E Editorial updates
SIRXQUA004A	Set up systems that support innovation	SIRXQUA004A Set up systems that support innovation	E Editorial updates
SIRXQUA005A	Maintain operational quality and productivity	SIRXQUA005A Maintain operational quality and productivity	E Editorial updates
SIRXQUA006A	Benchmark and continuously improve operational quality	SIRXQUA006A Benchmark and continuously improve operational quality	E Editorial updates
Risk Management and Security			
SIRXRSK201	Minimise loss	SIRXRSK001A Minimise theft	N Content and element added regarding using stock effectively
SIRXRSK002A	Maintain store security	SIRXRSK002A Maintain store security	E Editorial updates
SIRXRSK003A	Apply store security systems and procedures	SIRXRSK003A Apply store security systems and procedures	E Editorial updates
SIRXRSK404	Control store security	SIRXRSK004A Control store security	E Updated and equivalent to SIRXRSK004A
Sales			
SIRWSLS301	Build sales relationships	SIRWSLS002A Build sales relationships	E Updated and equivalent to

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
			SIRWSLS002A
SIRWSLS302	Process product and service data	SIRWSLS004A Process product and service data	E Updated and equivalent to SIRWINV004A
SIRWSLS303	Analyse and achieve sales targets	SIRWSLS005A Analyse and achieve sales targets	E Updated and equivalent to SIRWINV005A
SIRWSLS304	Build sales of branded products	SIRWSLS006A Build sales of branded products	E Updated and equivalent to SIRWINV006A
SIRWSLS305	Optimise customer and territory coverage	SIRWSLS003A Optimise customer and territory coverage	E Updated and equivalent to SIRWINV003A
SIRXSLS201	Sell products and services	SIRXSLS001A Sell products and services	E Updated and equivalent to SIRXSLS001A
SIRXSLS002A	Advise on products and services	SIRXSLS002A Advise on products and services	E Editorial updates
SIRXSLS303	Build relationships with customers	SIRXSLS004A Build relationships with customers	E Updated and equivalent to SIRXSLS004A
SIRXSLS304	Coordinate sales performance	SIRXSLS003A Coordinate sales performance	E Updated and equivalent to SIRXSLS003A
SIRXSLS405	Coordinate a retail operation during economic downturns		N New unit- no equivalent in SIR07
SIRXSLS406	Manage sales and service delivery	SIRXSLS005A Manage sales and service delivery	E Updated and equivalent to SIRXSLS005A
SIRXSLS007A	Train sales team members	SIRXSLS007A Train sales team members	E Editorial updates
SIRXSLS008A	Develop a sales strategy	SIRXSLS008A Develop a sales strategy	E Editorial updates
SIRXSLS009A	Manage sales teams	SIRXSLS009A Manage	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
		sales teams	Editorial updates
SIRXSLS410	Lead a sales representatives team	SIRXSLS006A Lead a sales team	E Updated and equivalent to SIRXSLS006A
Retail Management			
SIRXSRM801	Lead the organisation through change		N New unit- no equivalent in SIR07
SIRXSRM802	Lead the development of business opportunities		N New unit- no equivalent in SIR07
SIRXSRM803	Lead and develop retail staff		N New unit- no equivalent in SIR07
SIRXSRM804	Continuously improve operational retail processes		N New unit- no equivalent in SIR07
SIRXSRM805	Lead the strategic planning process in a service environment		N New unit- no equivalent in SIR07
SIRXSRM806	Manage and transform sales and service programs		N New unit- no equivalent in SIR07
SIRXSRM807	Lead the development of a visual merchandising strategy		N New unit- no equivalent in SIR07
SIRXSRM808	Plan and manage complex retail projects		N New unit- no equivalent in SIR07
SIRXSRM809	Manage retail operations in a region or area		N New unit- no equivalent in SIR07
Work Health and Safety (WHS)			
SIRXWHS101	Apply safe work practices	SIRXOHS001A Apply safe working practices	E Updated and equivalent to SIRXOHS001A
SIRXWHS302	Maintain store safety	SIRXOHS002A Maintain store safety	E Updated and equivalent to SIRXOHS002A
SIRXWHS403	Provide a safe work	SIRXOHS003A Provide a	E

SIR07 V2 unit code	SIR07 V2 unit title	SIR07 V1.3 unit code and title	Nature of Relationship E = equivalent N = not equivalent
	environment	safe working environment	Updated and equivalent to SIRXOHS003A

Qualifications mapping

The following table shows the relationship of the SIR07 V2 qualifications against the SIR07 V1.3 qualifications.

SIR07 V2 qualification code and title	Relates to SIR07 V1.3	Nature of Relationship E = equivalent N = not equivalent
SIR10112 Certificate I in Retail Services	SIR10107 Certificate I in Retail Services	<p>E</p> <p>SIR10112 replaces, and is equivalent to SIR10107 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification remains at 5 units.</p> <p>A more flexible packaging approach has been adopted with 3 core units and the selection of 2 elective units</p>
	SIR20107 Certificate II in Community Pharmacy	Removed from this training package and transferred to the proposed SIP12 Community Pharmacy Training Package
	SIR20307 Certificate II in Wholesale	<p>N</p> <p>Deleted qualification</p>
SIR20212 Certificate II in Retail Services	SIR20207 Certificate II in Retail	<p>E</p> <p>SIR20212 replaces, and is equivalent to SIR20207 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification remains at 14 units.</p> <p>The number of core units has decreased from 9 to 8 units.</p> <p>The number of elective units has increased from 5 to 6 units.</p>
SIR20312 Certificate II in Retail Fast Food		<p>N</p> <p>SIR20312 is a new qualification and has been developed to reflect the role of the Retail Fast Food environment.</p> <p>The total number of units required complete this qualification is 14 units.</p> <p>The number of core units - 6</p> <p>The number of elective units - 8</p>
	SIR20307 Certificate II in Wholesale	Removed and no equivalence in SIR07 V2
	SIR30107 Certificate III in Community Pharmacy	Removed from this training package and transferred to the proposed SIP12 Community Pharmacy Training Package

SIR07 V2 qualification code and title	Relates to SIR07 V1.3	Nature of Relationship E = equivalent N = not equivalent
SIR30212 Certificate III in Retail Operations	SIR30207 Certificate III in Retail	<p>E</p> <p>SIR30212 replaces, and is equivalent to SIR30207 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification has increased from 10 to 14 units</p> <p>The number of core units has increased from 3 to 6 units.</p> <p>The number of elective units has increased from 7 to 8 units.</p>
SIR30312 Certificate III in Retail Supervision		<p>N</p> <p>SIR30312 is a new qualification and has been developed to reflect the role of a retail supervisor.</p> <p>The total number of units required complete this qualification is 12 units.</p> <p>The number of core units - 6</p> <p>The number of elective units - 6</p>
SIR30412 Certificate III in Business to Business Sales		<p>N</p> <p>SIR40212 is a new qualification and has been developed to reflect the roles within the business to business environment.</p> <p>The total number of units required complete this qualification is 10 units.</p> <p>The number of core units - 5</p> <p>The number of elective units - 6</p>
	SIR30307 Certificate III in Wholesale	Removed and no equivalence in SIR07 Version 2
	SIR40107 Certificate IV in Community Pharmacy	Removed from this training package and transferred to the proposed SIP12 Community Pharmacy Training Package
SIR40212 Certificate IV in Retail Management	SIR40207 Certificate IV in Retail Management	<p>E</p> <p>SIR40212 replaces, and is equivalent to SIR40207 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification remains at 10 units.</p> <p>The number of core units remains at 3.</p> <p>The number of elective units remains at 7.</p>

SIR07 V2 qualification code and title	Relates to SIR07 V1.3	Nature of Relationship E = equivalent N = not equivalent
SIR50112 Diploma of Retail Management	SIR50107 Diploma of Retail Management	<p>E</p> <p>SIR50112 replaces, and is equivalent to SIR50107 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification remains at 9 units.</p> <p>The number of core units remains at 2.</p> <p>The number of elective units remains at 7.</p>
SIR50212 Diploma of Visual Merchandising	SIR50207 Diploma of Visual Merchandising	<p>E</p> <p>SIR50212 replaces, and is equivalent to SIR50207 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification have decreased from 32 to 23 units.</p> <p>The number of core units has decreased from 26 to 15 units.</p> <p>The number of elective units has increased from 6 to 8 units.</p>
SIR80112 Vocational Graduate Certificate in Retail Leadership		<p>N</p> <p>SIR80112 is a new qualification and has been developed to reflect the role of the business managers and business owners who provide leadership at the strategic level.</p> <p>The total number of units required complete this qualification is 4,</p>

SIR07 Retail Services Training Package V2 modification history

Version	Release Date	Comments
Version 2	NA	<p>SIR07 V2 replaces the SIR07 V1.3 Retail Services Training Package Qualifications</p> <p>Amendments include:</p> <p>The review of 6 existing retail qualifications:</p> <ul style="list-style-type: none"> • SIR10112 Certificate I in Retail Services - A more flexible packaging approach has been adopted with 3 core units and the selection of 2 elective units • SIR20212 Certificate II in Retail Services - The total number of units required complete this qualification remains at 14 units. The number of core units has decreased from 9 to 8 units. The number of elective units has increased from 5 to 6 units. • SIR30212 Certificate III in Retail Operations - The total number of units required complete this qualification has increased from 10 to 14 units. The number of core units

Version	Release Date	Comments
		<p>has increased from 3 to 6 units. The number of elective units has increased from 7 to 8 units.</p> <ul style="list-style-type: none"> • SIR40212 Certificate IV in Retail Management - The total number of units required complete this qualification remains at 10 units. The number of core units remains at 3. The number of elective units remains at 7. • SIR50112 Diploma of Retail Management - The total number of units required complete this qualification remains at 9 units. The number of core units remains at 2. The number of elective units remains at 7. • SIR50212 Diploma of Visual Merchandising - The total number of units required complete this qualification have decreased from 32 to 23 units. The number of core units has decreased from 26 to 15 units. The number of elective units has increased from 6 to 8 units. The development of 4 new qualifications: • SIR20312 Certificate II in Retail Fast Food - is a new qualification and has been developed to reflect the role of the Retail Fast Food environment. The total number of units required complete this qualification is 14 units. The number of core units – 6. The number of elective units - 8 • SIR30312 Certificate III in Retail Supervision - a new qualification and has been developed to reflect the role of a retail supervisor. The total number of units required complete this qualification is 12 units. The number of core units – 6. The number of elective units - 6 • SIR30412 Certificate III in Business to Business Sales - new qualification and has been developed to reflect the roles within the business to business environment. The total number of units required complete this qualification is 10 units. The number of core units – 5. The number of elective units - 6 • SIR80112 Vocational Graduate Certificate in Retail Leadership is a new qualification and has been developed to reflect the role of the business managers and business owners who provide leadership at the strategic level. The total number of units required complete this qualification is 4, <p>The removal of the following community pharmacy qualifications:</p> <ul style="list-style-type: none"> • SIR20107 Certificate II in Community Pharmacy • SIR30107 Certificate III in Community Pharmacy • SIR40107 Certificate IV in Community Pharmacy. <p>The removal of the Certificates II and III in Wholesale:</p> <ul style="list-style-type: none"> • SIR20307 Certificate II in Wholesale • SIR30307 Certificate III in Wholesale <p>Units of competency</p> <p>SIR07 V2 includes 154 retail services specific units of competency. Amendments include:</p> <ul style="list-style-type: none"> • updating the unit descriptors, application statements, required knowledge and skills and evidence guides for the following units: <ul style="list-style-type: none"> ◦ SIRRFA302 Monitor food safety program

Version	Release Date	Comments
		<ul style="list-style-type: none"> ◦ SIRRMER405 Produce visual merchandising signs ◦ SIRRMER406 Design, construct and maintain props ◦ SIRRMER407 Design merchandisers ◦ SIRRMER508 Produce retail visual illustrations ◦ SIRRMER509 Manufacture visual merchandising signage and support structures ◦ SIRRMER511 Plan, organise and maintain display lighting ◦ SIRRMER512 Produce perspective drawings, plans and elevations ◦ SIRRMER513 Develop concept visuals ◦ SIRRMER514 Design and produce store plans and floor layouts ◦ SIRRMER515 Manage visual merchandising projects ◦ SIRRMER516 Style merchandise for photography ◦ SIRRMER517 Develop and apply strategies for merchandising and corporate presentations ◦ SIRRMER518 Present design concepts ◦ SIRRMER519 Design and produce merchandising and in-store presentations ◦ SIRRRPK214 Recommend specialised products and services ◦ SIRWINV301 Administer supply to a business ◦ SIRWINV302 Monitor inventory capacity to meet demand ◦ SIRWLS301 Build sales relationships ◦ SIRWLS302 Process product and service data ◦ SIRWLS303 Analyse and achieve sales targets ◦ SIRWLS304 Build sales of branded products ◦ SIRWLS305 Optimise customer and territory coverage ◦ SIRXCCS201 Apply point-of sale handling procedures ◦ SIRXCCS202 Interact with customers ◦ SIRXCCS304 Coordinate interaction with customers ◦ SIRXCCS305 Maintain business-to-business relationships ◦ SIRXCCS407 Develop business-to-business relationships ◦ SIRXCCS509 Manage business customers ◦ SIRXCLM101 Organise and maintain work areas ◦ SIRXCLM402 Manage store facilities ◦ SIRXCOM101 Communicate in the workplace to support team and customer outcomes ◦ SIRXFIN201 Balance and secure point-of-sale terminal ◦ SIRXGLC401 Monitor compliance with the legislative requirements for establishing a retail business ◦ SIRXGLC502 Establish business legal and legislative requirements ◦ SIRXICT303 Operate retail information technology systems

Version	Release Date	Comments
		<ul style="list-style-type: none"> ◦ SIRXICT404 Adopt mobile commerce applications to improve sales and service ◦ SIRXIND101 Work effectively in a customer service environment ◦ SIRXMER201 Merchandise products ◦ SIRXMER202 Plan, create and maintain displays ◦ SIRXMER303 Coordinate merchandise presentation ◦ SIRXMER304 Present products ◦ SIRXMER405 Manage store presentation and pricing ◦ SIRXMER406 Monitor in-store visual merchandising displays ◦ SIRXMER407 Plan and build visual presentations for a range of merchandise categories ◦ SIRXMGT507 Manage staff through change ◦ SIRXPRO401 Maximise sales of branded products and services ◦ SIRXPRO504 Maximise product sales and market share ◦ SIRXRSK201 Minimise loss ◦ SIRXRSK404 Control store security ◦ SIRXSLS201 Sell products and services ◦ SIRXSLS303 Build relationships with customers ◦ SIRXSLS304 Coordinate sales performance ◦ SIRXSLS406 Manage sales and service delivery ◦ SIRXSLS410 Lead a sales representatives team ◦ SIRXWHS101 Apply safe work practices ◦ SIRXWHS302 Maintain store safety ◦ SIRXWHS403 Provide a safe work environment • reducing the number of prerequisites and removing co requisites • developing the following new units of competency: <ul style="list-style-type: none"> ◦ SIRXCCS203 Promote loyalty programs ◦ SIRXCCS406 Provide customer service for high value and complex sales ◦ SIRXCCS408 Build retail relationships and sustain customer loyalty ◦ SIRXCOM202 Communicate with customers using technologies ◦ SIRXIND102 Plan a career in the retail industry ◦ SIRXINV407 Manage suppliers ◦ SIRXINV404 Manage retail merchandise ◦ SIRXMGT508 Plan and prepare for business sustainability ◦ SIRXMGT509 Manage diversity within the business ◦ SIRXSLS405 Coordinate a retail operation during economic downturns ◦ SIRXSRM801 Lead the organisation through change ◦ SIRXSRM802 Lead the development of business opportunities

Version	Release Date	Comments
		<ul style="list-style-type: none"> ◦ SIRXSRM803 Lead and develop staff ◦ SIRXSRM804 Continuously improve operational retail processes ◦ SIRXSRM805 Lead the strategic planning process in a service environment ◦ SIRXSRM806 Manage and transform sales and service programs ◦ SIRXSRM807 Lead the development of a visual merchandising strategy ◦ SIRXSRM808 Plan and manage complex retail projects ◦ SIRXSRM809 Manage retail operations in a region or area • deleting the following retail units of competency: <ul style="list-style-type: none"> ◦ SIRRIND001A Work effectively as a visual merchandiser ◦ SIRXGLC003A Comply with legislative requirements affecting business activities ◦ SIRWIND001A Confirm wholesale business practices ◦ SIRWINV001A Process purchases • deleting the following 29 community pharmacy units of competency: <ul style="list-style-type: none"> ◦ SIRPDIS001A Accept prescriptions and deliver medicine ◦ SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy ◦ SIRPDIS003A Assist in dispensary operations ◦ SIRPDIS004A Assist in dispensary stock control ◦ SIRPDIS005A Assist in preparing dose administration containers ◦ SIRPDIS006A Assist in preparing extemporaneous prescriptions ◦ SIRPMER001A Market and promote pharmacy products and services area ◦ SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines ◦ SIRPPKS002A Identify, locate and sell products related to allergies ◦ SIRPPKS003A Identify, locate and sell analgesic and anti-inflammatory products ◦ SIRPPKS004A Identify, locate and sell baby and infant products ◦ SIRPPKS005A Identify, locate and sell cough and cold products ◦ SIRPPKS006A Identify, locate and sell eye, ear and oral care products ◦ SIRPPKS007A Identify, locate and sell products for gastro-intestinal conditions ◦ SIRPPKS008A Identify, locate and sell first aid and wound care products ◦ SIRPPKS009A Identify, locate and sell products for skin and fungal conditions ◦ SIRPPKS010A Assist in the management of pharmacy

Version	Release Date	Comments
		<p>and pharmacist-only medicines</p> <ul style="list-style-type: none"> ◦ SIRPPKS011A Provide information, products and services on asthma ◦ SIRPPKS012A Provide information, products and services on blood pressure ◦ SIRPPKS013A Provide information, products and services on complementary medicine ◦ SIRPPKS014A Provide information, products and services on diabetes ◦ SIRPPKS015A Provide information, products and services on diet, nutrition and weight management ◦ SIRPPKS016A Provide information, products and services to support home health care ◦ SIRPPKS017A Provide information, products and services on pregnancy and maternal health ◦ SIRPPKS018A Provide information, products and services on smoking cessation ◦ SIRPPKS019A Provide information, products and services on women's and men's health ◦ SIRPPKS020A Provide information, products and services on wound care <ul style="list-style-type: none"> • improving reference to sustainability principles and skills within newly developed and revised units of competency • upgrading 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. • including the following newly imported units: <ul style="list-style-type: none"> ◦ BSBADM502B Manage meetings ◦ BSBRES401A Analyse and present research information ◦ BSBCUS401A Coordinate implementation of customer service strategies ◦ BSBFIM501A manage budgets and financial plans ◦ BSBFLM503B Manage effective workplace relationships ◦ BSBFRA501B Establish a franchise operation ◦ BSBFRA502B Manage a franchise operation ◦ BSBFRA503B Manage establishment of new sites or regions ◦ BSBFRA504B Manage relationships with franchisees ◦ BSBFRA505B Manage closure of a franchise ◦ BSBHRM502A Manage human resources management information systems ◦ BSBHRM504A Manage workforce planning ◦ BSBHRM506A Manage recruitment selection and induction processes ◦ BSBINM501A Manage an information or knowledge management system ◦ BSBINN201A Contribute to workplace innovation ◦ BSBLED501A Develop a workplace learning environment

Version	Release Date	Comments
		<ul style="list-style-type: none"> ◦ BSBMGT502B Manage people performance ◦ BSBMGT515A Manage operational plan ◦ BSBMGT516C Facilitate continuous improvement ◦ BSBMKG501B Identify and evaluate marketing opportunities ◦ BSBMKG502B Establish and adjust the marketing mix ◦ BSBMKG514A Implement and monitor marketing activities ◦ BSBMKG608A Develop organisational marketing objectives ◦ BSBOHS501B Participate in the coordination and maintenance of a systematic approach in managing OHS ◦ BSBOHS502B Participate in the management of the OHS information and data systems ◦ BSBOHS503B Assist in the design and development of OHS participative arrangements ◦ BSBPUR401B Plan purchasing ◦ BSBPUR402B Negotiate contracts ◦ BSBPUR403B Conduct international purchasing ◦ BSBREL402A Build client relationships and business networks ◦ BSBRES401A Analyse and present research information ◦ BSBSMB401A Establish legal and risk management requirements of small business ◦ BSBSUS501A Develop workplace policy and procedures for sustainability ◦ BSBWOR501B Manage personal work priorities and professional development ◦ BSBWRK509A Manage industrial relations ◦ CUFDIG304A Create visual design components ◦ CUVPHI06B Plan and carry out image capture in response to a brief ◦ CUVVSP11A Apply techniques to produce digital images ◦ ICTCC320A Use multiple information systems ◦ ICTCC341A Provide sales solutions to customers ◦ SFDIST202C Retail fresh, frozen and live seafood ◦ SIPCCPM501 Lead and develop pharmacy teams ◦ SIPCCPM502 Manage pharmacy sales and service delivery ◦ SIPCCPM503 Manage pharmacy premises and equipment ◦ SIPCCPM504 Investigate new front-of-pharmacy products and services ◦ SITHCCC001B Organise and prepare food ◦ SITHCCC003B Receive and store kitchen supplies ◦ SITHFAB009A Provide responsible service of alcohol ◦ SITHFAB010C Prepare and serve non-alcoholic beverages ◦ SITHFAB012B Prepare and serve espresso coffee ◦ SITXOHS002A Follow workplace hygiene procedures ◦ TAEASS301A Contribute to assessment

Version	Release Date	Comments
		<ul style="list-style-type: none"> ◦ TAEASS401A Plan assessment activities and processes ◦ TAEDL301A Provide work skills instruction ◦ TAEDL401A Plan, organise and deliver group-based learning ◦ TAEDL402A Plan, organise and facilitate learning in the workplace. <p>Assessment Guidelines</p> <p>The SIR07 Retail Services Training Package V2 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	The selection of imported units for the following qualifications have been broadened to comply with NQC's increased flexibility ruling: SIR30107 Certificate III in Community Pharmacy SIR40107 Certificate IV in Community Pharmacy SIR50207 Diploma of Visual Merchandising
1.2	June 2010	Qualification rules updated to include the selection of units from accredited courses and other Training Packages as an elective.
1.1	March 2010	Imported units: 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	Primary release

Appendix B: Quality Report and Letters of Support

Letters of support are to be provided upon sign-off by the following organisations:

- Australian Retailers Association
- National Retailers Association
- Retail and Personal Services Training Council (RAPS) Western Australia
- The Shop Distributive and Allied Employees Association (SDA)
- Service Skills Victoria
- Service Skills New South Wales
- Transport and Logistics Training Council Western Australia occupational health and safety

QUALITY REPORT

RETAIL SERVICES TRAINING PACKAGE (SIR07 VERSION 2)

PREPARED FOR SERVICE SKILLS AUSTRALIA BY:
Nicola Burridge
TMI Management Solutions
December 2011

SECTION 1: DETAILS OF DRAFT TRAINING PACKAGE COMPONENTS

INFORMATION REQUIRED	DETAIL
Training Package title and code	Retail Services (SIR07) Version 2
Number of new or revised qualifications or total number if a whole Training Package review	<p>10 qualifications</p> <p>6 revised: 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>4 new: 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>2 wholesale qualifications are proposed for removal based on industry advice that these pathways and outcomes are no longer appropriate.</p> <p>4 Community Pharmacy qualifications are being removed from this Training Package and are separately proposed for inclusion in the new SIP12 Community Pharmacy Training Package</p>
Number of new or revised units or total number if a whole Training Package review	<p>19 new units 59 revised units (76 units have undergone minor editorial changes only and therefore retain current unit codes)</p>
Sampling size of units	12 units (13%)
Summary of comments including a definitive statement on whether the draft endorsed components meet the Training Package Quality Principles in Section 2	<p>The panel member has reviewed the draft case for endorsement, units of competency, qualifications, plus editorial and equity reports prepared by other panel members. The CAT01 has not been reviewed. Service Skills Australia (SSA) has responded to a wide range of items and suggestions from various aspects of the quality review.</p> <p>Two slightly unusual issues related to time constraints and process are noted:</p> <ul style="list-style-type: none"> Immediately prior to submission and after the editing quality assurance, SSA has been involved in discussions with the office of the NSSC around issues of unit coding and whether this Training Package should be upgraded to SIR12 or remain as SIR07 Version 2. Based on final advice from the office of the NSSC, the package is SIR07 Version 2, revised

units have new codes with no A suffixes, and units subject to editorial changes retain their existing codes. This means that the editorial report viewed by the holistic reviewer does not relate to final versions of content. While SSA has undertaken an internal check of those items, the editing report does not confirm coding accuracies.

- Based on advice received during the equity review, entry requirements in qualifications were initially removed and this is noted as a positive equity feature in the equity report. However, subsequent to the equity report, and during the holistic review process, those requirements have been re-instated as per the following advice. *'SSA has endeavoured to strike a balance between current Training Package policy and industry needs. Ultimately, SIR07 V2 is driven by the retail industry, and from our consultations during various stages of the drafting process, both before and after the completion of the equity report, our Industry Advisory Committee's position is that the entry requirements for Certificate III in Retail Operations, Certificate III in Retail Supervision, Certificate III in Business-to-Business Sales, Certificate IV in Retail Management and the Diploma of Retail Management, must be re-instated.'*

Report by exception

- The Case for Endorsement does include a Report by exception, which highlights that the South Australian industry advisory body (Service Skills South Australia) does not support the introduction of the Vocational Graduate Certificate in Retail Leadership. This does not seem to relate to content or relevance, but to the potential impacts on courses currently offered in that state.

Summary quality comments on the draft components, based on the holistic review and other comments from the editing and equity reports, are as follows:

Responsiveness:

- Industry needs have been researched through a range of mechanisms with new & revised units responding to changing needs (e.g. greater focus on business-to-business models and need for a strategic management qualification at Vocational Graduate Certificate).
- Consultation has included workshops and meetings in all states and territories and engagement with both industry and Registered Training Organisations (RTOs)
- SSA's Retail Industry Advisory Committee oversaw the development process and comprises industry organisations, enterprises and unions.
- An issue raised in the Equity Report is that there has been no specific consultation with

under-represented groups. *'The ISC considered that the industry associations involved, including unions, would represent the interests of all retail workers, including those with an Indigenous background or disability'.*

Recognition:

- Qualifications are clear and consistent and are appropriately aligned to the AQF. It is unusual to see a supervisory qualification at Certificate III (Certificate III in Retail Supervision). SSA advises that this is appropriate for the retail industry and that this role has always been supported at the Certificate III level. With the introduction of two Certificate III level qualifications (as opposed to one in the previous version), there is clearer differentiation and recognition of operational and supervisory roles at this level.
- Cross-industry units are used in qualifications at the higher levels, though there is potential for greater recognition of connectivity as some management & innovation units seem to replicate cross-industry content. SSA advises industry preference to retain SIR content.
- There are no specific licensing or regulatory issues that apply to the retail industry.

Flexibility:

- Qualifications meet flexibility requirements by allowing for at least one third electives and one sixth electives to be chosen from other Training Packages and accredited courses
- Five qualifications include entry requirements, expressed as vocational expertise. Three of these are at Certificate III level, which is unusual. The previous version of SIR07 (1.3) also included entry requirements at this level, though there has been a change in this requirement, so that entry without vocational expertise is no longer permitted.
- Limited inclusion of imported units in lower level qualifications has been raised in the Equity review, and this does potentially affect portability. As the qualifications comply with the packaging flexibility policy, this is mitigated to some extent and policy is met.
- There are no pre-requisite units in the content reviewed (more broadly the only pre-requisite unit applies to food safety requirements).
- Units and qualifications can be applied to a range of retail environments. There is still a strong focus on face-to-face retailing, with some recognition of business-to-business operations. At this stage, online retailing is not strongly reflected in draft components, and will be addressed under continuous improvement.

Functionality:

- Overall, units & qualifications are clear and consistent and support sound assessment

	<ul style="list-style-type: none"> • Pathways advice is provided in qualifications • Units and qualifications are presented in the CAT format, with the addition of a modification component in the units to reflect new TGA format • Training Package policy is met. <p>Subject to raising the issue around entry requirements for consideration, it is the panel member's view that the draft endorsed components meet Training Package quality principles.</p>
Panel member completing Quality Report	Nicola Burrige, TMI Management Solutions
Statement confirming Panel member has not been involved in the development or validation activities associated with this Training Package	The panel member has not been involved in the development or validation activities associated with this Training Package.
Date completed	2 December 2011

SECTION 2: COMMENTS ON HOW THE DRAFT TRAINING PACKAGE COMPONENTS MEET THE QUALITY PRINCIPLES

QUALITY PRINCIPLES	KEY FEATURES	EVIDENCE	COMMENTS
	<i>The endorsed components of a Training Package must ...</i>	<i>How do the endorsed components of a Training Package achieve this?</i>	<i>Provide brief commentary on the whether the draft endorsed components meet the Quality Principles with specific reference to the evidence provided</i>
Responsiveness <i>...to the needs of contemporary industry and its workforce</i>	Reflect contemporary work organisation and job profiles incorporating a futures orientation Be driven by industry's needs Respond to government broad policy initiatives	Open and inclusive consultation and validation commensurate with scope and impact is conducted Other national and international standards for skills are considered Clever, sustainable approaches to incorporate feedback from stakeholders Innovative responses to government policy initiatives	<ul style="list-style-type: none"> New and revised content has been informed by industry engagement and consultation, including in-depth interviews and functional analyses in seven workplaces, scoping interviews with retail executives, development of a discussion paper and ongoing input from Service Skills Australia's e-scan activities Draft components respond to industry feedback for new content in the areas of customer service, technology, sustainability skills, merchandising, buying and management. New Business-to-Business qualifications provide greater focus Consultation scope has been appropriate, with workshops/ meetings across States & Territories (71 attendees) plus web based mechanisms and use of an Issues Register In response to a question about the absence of online retailing job roles in qualifications, SSA has advised that this was raised as an issue requiring greater consideration in the future, but was not a priority at the time of development. The Retail Services Project Reference Committee oversaw the development process, and comprises unions, employers and industry associations.
Recognition <i>..of an individual's competence across industries and occupations</i>	Recognise convergence and connectivity of skills Support movement of skills within and across organisations and sectors Promote national and international portability Reflect licensing and regulatory requirements	Incorporation of cross industry units and qualifications Clear and consistent packaging rules for qualifications Qualification framework and pathways are effectively designed Incorporation of skill sets Qualification outcomes are aligned with the Australian Qualifications Framework Other national and international standards for skills are considered Solutions to incorporate licensing and regulatory requirements are brokered	<ul style="list-style-type: none"> Some cross-industry units from the Business Services Training Package (BSB07) are used in packaging rules, almost exclusively in higher-level qualifications. A number of SIR management units do seem to cover generic skills already covered by cross-industry units in BSB07 (e.g. managing diversity) and the retention of the SIR quality and innovation units means there is duplication in this area. The ISC advises that industry prefers to retain SIR content to meet its needs. While alignment of qualifications is generally appropriate, it is unusual to see a supervisory qualification at Certificate III, though the AQF specifications do allow for 'limited responsibility for the output of others within established parameters' at Certificate III. The ISC advises that the Certificate III retail qualification has always reflected this role, and is appropriate for the industry No specific licensing and regulatory requirements apply to these qualifications.

QUALITY PRINCIPLES	KEY FEATURES	EVIDENCE	COMMENTS
<p>Flexibility</p> <p><i>...to meet individual enterprise and learner needs</i></p>	<p>Meet the diversity of individual and enterprise needs</p> <p>Support equitable access and progression of learners</p> <p>Support learner transition between education sectors</p>	<p>Clear and consistent packaging rules for qualifications</p> <p>Provide flexible qualifications that enable application in different contexts</p> <p>Provide multiple entry and exit points</p> <p>Pre and co-requisite units of competency are minimized</p> <p>Units of competency are clearly written and have consistent breadth and depth</p> <p>Advice is provided on implementation/pathways</p>	<ul style="list-style-type: none"> • Packaging rules are clear and consistent and meet flexibility requirements by allowing for at least one third electives and one sixth electives to be chosen from other Training Packages and accredited courses • Five qualifications include entry requirements, expressed as vocational expertise. Three of these are at Certificate III level, which is unusual. The previous version of SIR07 (1.3) also included entry requirements at this level, allowing entry via competency achieved against selected units in a training program or through vocational experience. The requirements in SIR02 Version 2 remove the option of entry via a training program without vocational expertise. SSA's response to this issue appears at the front of this report. • Limited inclusion of units from other Training Packages in Certificate II and III qualifications was raised as a concern in the Equity Report, and this is a valid comment. However the minimum requirement is met. • Advice is provided on pathways into and from all qualifications • There are no pre-requisite units of competency in the content reviewed (pre-requisites do apply to other units in areas related to food safety)
<p>Functionality</p> <p><i>...through ease of understanding, clever design and consistency with policy and publication requirements</i></p>	<p>Support implementation across a range of settings</p> <p>Support sound assessment practice</p> <p>Not impose structural barriers to implementation</p>	<p>Advice is provided on implementation/pathways</p> <p>Units of competency are clearly written and have consistent breadth and depth</p> <p>Clear and consistent packaging rules for qualifications</p> <p>Compliance with the National Training Information System (NTIS)/National Register standard for loading and publication</p> <p>Compliance with Training Package policy</p>	<ul style="list-style-type: none"> • Units are clearly written and have consistent breadth and depth. • Qualification packaging rules are clear and consistent and provide pathways advice. • A number of areas where functionality could be improved were highlighted in sampled units, and SSA has made appropriate changes to achieve more consistency and specificity in areas such as expression of required skills and knowledge and guidance around simulated work environments. • Some minor duplications were noted and confirmed as a requirement by industry (e.g. a new unit on technology, some of which is already covered in existing content) • Mapping advice for the transition from SIR07 Version 1.3 to SIR07 Version 2 is provided. A query was raised about the equivalence status of the Diploma of Visual Merchandising as unit requirements have reduced substantially. SSA advises that the job outcome remains the same and this has driven decisions around equivalence. • Units are presented in CAT format, with addition of a modification field to support transition to TGA. • Training Package policy is met.

Barbara Hawkins
Senior Project Officer
Service Skills Australia
Level 10 171 Clarence Street
Sydney NSW 2001

September 14 2011

Dear Barbara

As a member of the Service Skills Australia WRAPS IAC I have been aware of the development of the Retail Services Training Package over the past 12 months, I have been kept informed of the review and have had access to the final draft.

The Australian Retailers Association is happy to endorse the Retail Services Training Package and look forward to it being released.

Yours Sincerely



Russell Zimmerman
Executive Director
Australian Retailers Association

Barbara Hawkins
Senior Project Officer
Service Skills Australia
Level 10 171 Clarence Street
Sydney NSW 2001

September 14 2011

Dear Barbara

I have been consulted continually throughout the review of the Retail Services Training Package; I am also a member of WRAPS NSW and the Service Skills Australia IAC.

I am happy with the final draft and would support the package proceeding to endorsement.

Yours Sincerely



Garry Terrill

Director
Australian Retailers Association
Retail Institute



Shop, Distributive & Allied Employees' Association

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NATIONAL PRESIDENT

Gerard Dwyer

NATIONAL SECRETARY

Joe de Bruyn

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Ms Barbara Hawkins,
Service Skills Australia,
GPO Box 41914
Sydney, NSW, 2001

Dear Barbara,

This letter is to confirm that the SDA participated in the review of the Retail Training Package. The SDA is fully satisfied with the way the review was conducted.

We consider the content of the proposed new Retail Training Package reflects current practices and needs in the retail industry. We support the endorsement of the new package.

Regards

A handwritten signature in blue ink, appearing to read 'Ian Blandthorn', with a long horizontal line extending to the right.

Ian Blandthorn

National Assistant Secretary



19 December 2011

Barbara Hawkins
Project Consultant
Service Skills Australia

Dear Barbara

Re: SIR 07 V2 Retail Services Training Package

Through our coverage in Western Australia of the Wholesale Industry we have reviewed the proposed changes to the Retail Training Package which impact on the Wholesale sector and support those changes.

We believe we have been involved throughout the development and review process of this version and that the revised units will be more appropriate to industry's long term needs.

Yours sincerely

Jillian Dielesen
Chief Executive Officer
Logistics Training Council

Ms. Barbara Hawkins
Senior Project Officer
Service Skills Australia
GPO Box 4194
Sydney NSW 2001

Dear Barbara

RE: RETAIL TRAINING PACKAGE

The Retail and Personal Services Training Council of WA Inc. offers its support for the SIR07 V2 Retail Training Package.

Western Australian was part of the consultation process which took place through focus groups, and on line feedback. At all times interested parties consisting of employers and RTO's were kept advised of changes via email and comments and feedback was invited and encouraged.

Western Australia supports the structure of the qualifications and the content of the units of competence.

Please do not hesitate to contact me should you require any additional information.

Yours sincerely



Norma Roberts
Executive Director

13 December 2011

Tuesday, December 13, 2011

Ms Barbara Hawkins
Senior Project Officer
Service Skills Australia
GPO Box 4194
Sydney NSW 2001



Dear Barbara

Service Skills NSW the NSW Industry Training Advisory Body for Sport and Recreation, Tourism and Hospitality and Wholesale, Retail and Personal Services Industries in NSW, supports the outcomes of the SIR07 V2 Retail Services Training Package.

We believe that the stakeholders of New South Wales have been given the opportunity to express their needs and that those needs have been appropriately responded to in the revised training package.

SIR07 V2 addresses industry's concern for achieving quality outcomes with the revised assessment guideline and the flexibility and inclusion of higher level qualifications provides clearer pathways for the retail industry.

Service Skills NSW will continue to support SIR07 V2 through its ongoing continuous improvement process to ensure that the training package maintains industry currency.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Jason Thomas".

Jason Thomas

Project Officer, Service Skills NSW

NSW Industry Training Advisory Body for
Sport and Recreation, Tourism and Hospitality, and Wholesale, Retail and Personal Services



Service Skills
VICTORIA

Skills for the Future

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Service Skills Victoria is the operating name of Service Skills Industries Ltd

12th December 2011

Barbara Hawkins
Project Officer
Service Skills Australia
GPO Box 419
SYDNEY NSW 2001

Dear Barbara

Re: SIR07 V2 submission

Service Skills Victoria is satisfied that appropriate industry consultation has taken place in Victoria regarding the review of the SIR07 Training Package.

Service Skills Victoria is therefore prepared to endorse the package and support the submission.

Yours sincerely

Ian Nicolson

Chief Executive Officer

Service Skills Victoria