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Retail and Wholesale Training Package Products

SIR Retail Services Training Package

**Companion Volume Implementation
Guide V7.0**

Version control and modification history

This table tracks modifications to training components in this Training Package made after the initial release. The latest version of the Implementation Guide is shown on the top row. Please check that you are using the current version of the SIR Retail Services Training Package V7.0 by accessing information from training.gov.au.

Version	Release Date	Comments
7.0	10 November 2021	<p>Seventh release of the SIR Retail Services Training Package</p> <p>Inclusion of:</p> <p>One new qualification added:</p> <ul style="list-style-type: none"> SIR60221 Advanced Diploma of Visual Merchandising <p>Five new Units of Competency added:</p> <ul style="list-style-type: none"> SIRRMER021 Design and construct visual merchandising display element SIRRMER022 Develop and implement creative photographic styling solution SIRRMER023 Develop a visual merchandising brand strategy SIRRMER024 Create in-store customer brand experience SIRRMER025 Explore professional practice in visual merchandising career pathways. <p>Continuous Improvement:</p> <ul style="list-style-type: none"> SIRXOSM005 Develop a basic website for customer engagement. Minor changes. Equivalent outcome.
6.0	29 April 2021	<p>Sixth release of the SIR Retail Services Training Package</p> <p>Inclusion of:</p> <p>One new Unit of Competency and associated Assessment Requirements:</p> <ul style="list-style-type: none"> SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour <p>Three new Skill Sets in Retail:</p> <ul style="list-style-type: none"> SIRSS00032 Manage Workplace Responses to Disrespectful Aggressive or Abusive Customer Behaviour Skill Set. SIRSS00033 Facilitate and supervise WHS in Retail Skill Set SIRSS00034 Supervise and Manage WHS in Retail Skill Set <p>One updated Skill Set in Retail:</p> <ul style="list-style-type: none"> SIRSS00035 Retail Leadership Transition Skill Set. <p>New release of the following qualifications, with the new Unit of Competency and pre-requisite packaged in the electives:</p> <ul style="list-style-type: none"> SIR40116 Certificate IV in Community Pharmacy SIR40316 Certificate IV in Retail Management SIR50116 Diploma of Retail Leadership.

Version	Release Date	Comments
5.1	18 March 2021	<p>Minor upgrade: In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused units of competency from the SIR Training Package:</p> <p>Units removed:</p> <ul style="list-style-type: none"> • SIRWFIN001 Complete debtor processes • SIRXSL005 Plan to trade internationally • SIRXMKT004 Undertake digital marketing activities
5.0	21 October 2020	<p>Fifth release of the SIR Retail Services Training Package</p> <p>Inclusion of:</p> <p>One new Unit of Competency and associated Assessment Requirements:</p> <ul style="list-style-type: none"> • SIRXCEG008 Manage disrespectful, aggressive or abusive customers <p>Eight new Skill Sets in Retail and Community Pharmacy</p> <ul style="list-style-type: none"> • SIRSS00022 Manage disrespectful, aggressive or abusive customers • SIRSS00023 Participate in Work Health and Safety in Retail • SIRSS00024 Retail Customer Engagement • SIRSS00025 Retail Customer Relationship • SIRSS00026 Promotion and Marketing • SIRSS00027 People Management in Retail • SIRSS00028 Retail Leadership Transition • SIRSS00029 Result Driven Retail Operation • SIRSS00030 Introduction to Community Pharmacy • SIRSS00031 Community Pharmacy Delivery <p>New release of the following qualifications, with the new Unit of Competency packaged in the electives:</p> <ul style="list-style-type: none"> • SIR20116 Certificate II in Community Pharmacy • SIR20216 Certificate II in Retail Services • SIR30116 Certificate III in Community Pharmacy • SIR30216 Certificate III in Retail • SIR40116 Certificate IV in Community Pharmacy • SIR40316 Certificate IV in Retail Management.

Version	Release Date	Comments
4.0	13 September 2019	<p>Fourth release of the SIR Retail Services Training Package.</p> <p>Inclusion of:</p> <p>Seven new Units of Competency and associated Assessment Requirements for Online & Social Media:</p> <ul style="list-style-type: none"> • SIRXOSM001 Identify and review social media and online platforms for organisational use • SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms • SIRXOSM003 Use social media and online tools • SIRXOSM004 Analyse performance of social media and online business tools • SIRXOSM005 Develop a basic website for customer engagement • SIRXOSM006 Develop and manage social media and online strategies • SIRXOSM007 Manage risk to organisational reputation in an online setting. <p>Four new Skill Sets for Online & Social Media. New release of the following qualifications, with the Online and Social Media Units of Competency packaged in the electives:</p> <ul style="list-style-type: none"> • SIR20216 Certificate II in Retail Services • SIR30216 Certificate III in Retail • SIR40316 Certificate IV in Retail Management • SIR50116 Diploma of Retail Leadership.
3.0	27 July 2017	<p>Third release of the SIR Retail Services Training Package</p> <p>Inclusion of:</p> <p>Two qualifications:</p> <ul style="list-style-type: none"> • SIR50217 Diploma of Retail Merchandise Management • SIR50317 Diploma of Visual Merchandising <p>Three new Skills Sets Thirty new and revised Units of Competency and associated Assessment Requirements.</p>
2.0	21 March 2016	Second release of the SIR Retail Services Training Package
1.0	21 March 2016	Primary release of SIR Retail Services Training Package

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Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the *SIR Retail Services Training Package V7.0*. It also includes key information on the industry and its workforce needs.

Background

In November 2012 the former National Skills Standards Council (NSSC)¹ developed a set of *Standards for Training Packages*, to ensure training packages are of high quality and meet the workforce development needs of industry, enterprises and individuals.² The *Standards for Training Packages* apply to the design and development of training packages for endorsement consideration.

Standard 1 identifies the products that must comprise a training package. This includes:

Endorsed components:

- Units of Competency
- Assessment Requirements (associated with each Unit of Competency)
- Qualifications
- Credit Arrangements

Non-endorsed components:

- Companion Volume Implementation Guide
- Other guides required by stakeholders.

Quality assurance for process of companion volumes

This Implementation Guide contains some mandatory content such as lists of units and their prerequisites. Other content is informed by consultation processes with industry representatives, trainers, assessors, and project reference committees so that information is relevant and useful to all users of the training package.

The content is reviewed by the Industry Reference Committee (IRC), editors, and State and Territory Training Authorities before publication. Implementation Guides are reviewed and updated in response to ongoing feedback received by SkillsIQ, subject to IRC approval.

¹ The functions of the National Skills Standards Council (NSSC) have been transferred to the Australian Industry and Skills Committee (AISC).

² The *Standards for Training Packages* were endorsed by the former Standing Council for Tertiary Education Skills and Employment (SCOTESE), replaced by the COAG Industry and Skills Council.

1.0 Overview information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver components of the *SIR Retail Services Training Package V7.0*. It provides advice about the structure and content of the Training Package, its key features and industry-specific information applicable to implementation.

1.1 SIR Qualifications

Qualifications are created by packaging together Units of Competency into groups which meet job roles and are meaningful in the workplace, and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF). Qualifications therefore:

represent key industry functions directly related to occupational positions in the industry
are a framework, not a course.

Retail qualifications within the SIR Retail Services Training Package V7.0 are listed in Table 1.

Table 1: Retail qualifications in the SIR Retail Services Training Package V7.0

Code	Title
SIR10116	Certificate I in Retail Services
SIR20216	Certificate II in Retail Services
SIR30216	Certificate III in Retail
SIR30316	Certificate III in Business to Business Sales
SIR40316	Certificate IV in Retail Management
SIR50116	Diploma of Retail Leadership
SIR50217	Diploma of Visual Merchandising
SIR50317	Diploma of Retail Merchandise Management
SIR60221	Advanced Diploma of Visual Merchandising

1.2 SIR Skill Sets

Skill sets are single Units of Competency, or combinations of Units of Competency from an endorsed training package that link to a licensing or regulatory requirement or a defined industry need. Skill Sets are *not* qualifications.

The SIR Retail Services Training Package V7.0 contains twenty skill sets.

Table 2: Retail skill sets in the SIR Retail Services Training Package V7.0

Code	Title
SIRSS00015	Online retail coordination
SIRSS00016	Ecommerce management
SIRSS00017	Merchandise financial management
SIRSS00018	Understand the use of social media for business purposes
SIRSS00019	Implement social media and online customer engagement
SIRSS00020	Manage and implement social media and online customer engagement
SIRSS00021	Develop an online presence for customer engagement
SIRSS00022	Manage disrespectful, aggressive and abusive customers
SIRSS00023	Participate in work health and safety in retail
SIRSS00024	Retail customer engagement
SIRSS00025	Retail customer relationship
SIRSS00026	Promotion and marketing
SIRSS00027	People management in retail
SIRSS00029	Result driven retail operation
SIRSS00030	Introduction to community pharmacy
SIRSS00031	Community pharmacy delivery
SIRSS00032	Manage Workplace Responses to Disrespectful Aggressive or Abusive Customer Behaviour
SIRSS00033	Facilitate and supervise WHS in Retail
SIRSS00034	Supervise and Manage WHS in Retail
SIRSS00035	Retail Leadership Transition

1.3 SIR Units of Competency and Prerequisites

Units of Competency in training packages are developed by industry to meet the identified skill needs of industry. Each Unit of Competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy requirements. Units of Competency therefore:

are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
describe work outcomes
logically stand alone when applied in a work situation.

A prerequisite is a unit of competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given unit of competency without first gaining essential knowledge and skills from other unit(s) of competency. Prerequisites are included as part of the full qualification and contribute to the total outcome of the qualification.

Table 3: Retail Units of Competency in the SIR Retail Services Training Package V7.0

Code	Title	Prerequisites
Cross-Sector (X)		
Customer Engagement (CEG)		
SIRXCEG001	Engage the customer	
SIRXCEG002	Assist with customer difficulties	
SIRXCEG003	Build customer relationships and loyalty	
SIRXCEG004	Create a customer-centric culture	
SIRXCEG005	Maintain business to business relationships	
SIRXCEG006	Provide online customer service	
SIRXCEG007	Develop online customer service standards	
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	
SIRXCEG009	Manage workplace responses to disrespectful aggressive or abusive customer behaviour.	SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Unit Code	Unit Title	Prerequisites
Change Management (CHA)		
SIRXCHA001	Facilitate the change process	
SIRXCHA002	Lead the change process	
Communication and Teamwork (COM)		
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	
SIRXCOM002	Work effectively in a team	
SIRXCOM003	Promote team cohesion	
Delivery (DLV)		
SIRXDLV001	Deliver food products	
E-commerce (ECM)		
SIRXECM001	Monitor and interpret online data analytics	
SIRXECM002	Prepare digital content	
SIRXECM003	Design an ecommerce site	
Human Resource Management (HRM)		
SIRXHRM001	Recruit, select and induct team members	
SIRXHRM002	Maintain employee relations	
Health and Wellbeing (HWB)		
SIRXHWB001	Maintain personal health and wellbeing	
SIRXHWB002	Promote workplace health and wellbeing	

Unit Code	Unit Title	Prerequisites
Working in industry (IND)		
SIRXIND001	Work effectively in a service environment	
SIRXIND002	Organise and maintain the store environment	
SIRXIND003	Organise personal work requirements	
SIRXIND004	Plan a career in the retail industry	
SIRXIND005	Develop personal productivity	
SIRXIND006	Review retail business fundamentals	
Management and Leadership (MGT)		
SIRXMGT001	Supervise and support frontline team members	
SIRXMGT002	Lead a frontline team	
SIRXMGT003	Provide leadership to others	
SIRXMGT004	Plan and manage retail projects	
SIRXMGT005	Lead the development of business opportunities	
Marketing (MKT)		
SIRXMKT001	Support marketing and promotional activities	
SIRXMKT002	Use social media to engage customers	
SIRXMKT003	Manage promotional activities	
SIRXMKT005	Develop a marketing strategy	
SIRXMKT006	Develop a social media strategy	
SIRXMKT007	Develop a digital marketing plan	

Unit Code	Unit Title	Prerequisites
Online and Social Media (OSM)		
SIRXOSM001	Identify and review social media and online platforms for organisational use	
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	
SIRXOSM003	Use social media and online tools	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
SIRXOSM004	Analyse performance of social media and online business tools	
SIRXOSM005	Develop a basic website for customer engagement	
SIRXOSM006	Develop and manage social media and online strategies	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
SIRXOSM007	Manage risk to organisational reputation in an online setting	
Product Knowledge (PDK)		
SIRXPDK001	Advise on products and services	
SIRXPDK002	Advise on food products and services	
SIRXPDK003	Advise on health and nutritional products and services	
Risk Management and Security (RSK)		
SIRXRSK001	Identify and respond to security risks	
SIRXRSK002	Maintain store security	
SIRXRSK003	Manage risk in the retail environment	

Unit Code	Unit Title	Prerequisites
Sales (SLS)		
SIRXSLS001	Sell to the retail customer	
SIRXSLS002	Follow point-of-sale procedures	
SIRXSLS003	Achieve sales results	
SIRXSLS004	Drive sales results	
Strategy (STR)		
SIRXSTR001	Develop an ecommerce strategy	
Training and Development (TAD)		
SIRXTAD001	Train others in frontline tasks	
SIRXTAD002	Develop the retail frontline	
SIRXTAD003	Coach others for success	
Work Health and Safety (WHS)		
SIRXWHS001	Work safely	
SIRXWHS002	Contribute to workplace health and safety	
SIRXWHS003	Maintain workplace safety	SIRXWHS002 Contribute to workplace health and safety

Unit Code	Unit Title	Prerequisites
Retail (R)		
Food Safety (FSA)		
SIRRFSA001	Handle food safely in a retail environment	
SIRRFSA002	Supervise a food safety program	SIRRFSA001 Handle food safely in a retail environment
Inventory (INV)		
SIRRINV001	Receive and handle retail stock	
SIRRINV002	Control stock	
Merchandising (MER)		
SIRRMER001	Produce visual merchandise displays	
SIRRMER002	Merchandise food products	
SIRRMER003	Coordinate visual merchandising activities	
SIRRMER004	Develop visual merchandising creative concepts	
SIRRMER005	Implement visual merchandising concepts	
SIRRMER006	Achieve visual merchandising targets	
SIRRMER007	Design and install visual merchandising displays	
SIRRMER008	Plan and style merchandise photo shoots	
SIRRMER009	Plan and organise display lighting	
SIRRMER010	Style using visual merchandising aids	
SIRRMER011	Design and install merchandise signage	
SIRRMER012	Develop retail space and product management plans	
SIRRMER013	Develop visual merchandising guidelines	

Unit Code	Unit Title	Prerequisites
Merchandising (MER)		
SIRRMER021	Design and construct visual merchandising display element	
SIRRMER022	Develop and implement creative photographic styling solution	
SIRRMER023	Develop a visual merchandising brand strategy	
SIRRMER024	Create in-store customer brand experience	
SIRRMER025	Explore professional practice in visual merchandising career pathways	
Merchandise Management (MRM)		
SIRRMRM001	Plan merchandise buying strategy	
SIRRMRM002	Develop a merchandise strategy	
SIRRMRM003	Conduct a post-trade analysis	
SIRRMRM004	Develop a merchandise financial plan	
SIRRMRM005	Develop a category financial plan	
SIRRMRM006	Plan a merchandise product range	
SIRRMRM007	Negotiate and establish supply arrangements	
SIRRMRM008	Develop a merchandise promotional plan	
SIRRMRM009	Plan merchandise buying trips	
SIRRMRM010	Plan product development	
SIRRMRM011	Manage merchandise quality and compliance	

Unit Code	Unit Title	Prerequisites
Retail Financials (RTF)		
SIRRRTF001	Balance and secure point-of-sale terminal	
SIRRRTF002	Monitor retail store financials	
SIRRRTF003	Drive retail profitability	
Strategy (STR)		
SIRRSTR001	Undertake strategic planning in retail	
Styling (STY)		
SIRRSTY001	Style the customer	
Wholesale (W)		
Sales (SLS)		
SIRWSLS001	Process product and service data	
SIRWSLS002	Analyse and achieve sales targets	
SIRWSLS003	Build sales of branded products	
SIRWSLS004	Optimise customer and territory coverage	

1.4 Imported Units of Competency and Prerequisites

Codes, titles and prerequisite requirements for imported Units of Competency are applicable and current at the time of publication of the *SIR Retail Services Training Package*.

The parent Training Package is identified before each group of imported Units of Competency.

Table 4: Imported Units of Competency and their prerequisites within the SIR Retail Services Training Package V7.0

Unit Code	Unit Title	Prerequisite(s)
BSB Business Services Training Package		
BSBCUE301	Use multiple information systems	Nil
BSBCUE304	Provide sales solutions to customers	Nil
BSBCUS401	Coordinate implementation of customer service strategies	Nil
BSBDES301	Explore the use of colour	Nil
BSBDES302	Explore and apply the creative design process to 2D forms	Nil
BSBDES303	Explore and apply the creative design process to 3D forms	Nil
BSBDES305	Source and apply information on the history and theory of design	Nil
BSBFIA302	Process payroll	Nil
BSBHRM405	Support the recruitment, selection and induction of staff	Nil
BSBHRM506	Manage recruitment selection and induction processes	Nil
BSBHRM604	Manage employee relations	Nil
BSBINN301	Promote innovation in a team environment	Nil
BSBINN502	Build and sustain an innovative work environment	Nil
BSBLDR403	Lead team effectiveness	Nil
BSBLDR502	Lead and manage effective workplace relationships	Nil
BSBLDR503	Communicate with influence	Nil
BSBLDR511	Develop and use emotional intelligence	Nil

Unit Code	Unit Title	Prerequisite(s)
BSBLDR513	Communicate with influence	Nil
BSBLED501	Develop a workplace learning environment	Nil
BSBMGT402	Implement operational plan	Nil
BSBMGT403	Implement continuous improvement	Nil
BSBMGT405	Provide personal leadership	Nil
BSBMKG401	Profile the market	Nil
BSBRES401	Analyse and present research information	Nil
BSBSMB421	Manage small business finances	Nil
BSBWHS521	Ensure a safe workplace for a work area	Nil
BSBWOR204	Use business technology	Nil
BSBWOR301	Organise personal work priorities and development	Nil
BSBWOR501	Manage personal work priorities and professional development	Nil
CHC Community Services Training Package		
CHCDIV001	Work with diverse people	Nil
CHCLEG001	Work legally and ethically	Nil
CUA Creative Arts and Culture Training Package		
CUAACD301	Produce drawings to communicate ideas	Nil
CUAACD302	Produce computer-aided drawings	Nil
CUADIG304	Create visual design components	Nil
CUADRA301	Produce drawings	Nil

Unit Code	Unit Title	Prerequisite(s)
FSK Foundation Skills Training Package		
FSKDIG02	Use digital technology for simple workplace tasks	Nil
FSKLRG09	Use strategies to respond to routine workplace problems	Nil
HLT Health Training Package		
HLTAAP001	Recognise healthy body systems	Nil
HLTWHS001	Participate in workplace health and safety	Nil
HLTWHS003	Maintain work health and safety	Nil
SHB Hairdressing and Beauty Services Training Package		
SHBBCCS001	Advise on beauty products and services	Nil
SHBBMUP002	Design and apply make-up	Nil
SHBBSKS001	Pierce ear lobes	Nil
SIT Tourism, Travel and Hospitality Training Package		
SITHFAB002	Provide responsible service of alcohol	Nil
SITXHRM002	Roster staff	Nil

1.5 Qualification mapping

Note: Qualifications with an asterisk * are included in the SIR Retail Services Training Package V7.0.

Table 5: Qualification mapping for the SIR Retail Services Training Package V7.0

Qualification Mapping – SIR07 V3.0 to SIR V7.0							
SIR07 V3.0	SIR V2.0	SIR V3.0	SIR V5.0	SIR V5.1	SIR V6.0	SIR V7.0	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
						* SIR60221 Advanced Diploma of Visual Merchandising	NC New qualification
					SIR40316 Certificate IV in Retail Management		E Addition of one elective unit SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour
					SIR50116 Diploma of Retail Leadership		E Addition of two elective units SIRXCEG008 Manage disrespectful, aggressive or abusive customers and SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour

Qualification Mapping – SIR07 V3.0 to SIR V7.0							
SIR07 V3.0	SIR V2.0	SIR V3.0	SIR V5.0	SIR V5.1	SIR V6.0	SIR V7.0	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
				SIR30316 Certificate III in Business to Business Sales	<i>No change in this release</i>		E Removal of elective unit SIRWFIN001 Complete debtor processes
				SIR50116 Diploma of Retail Leadership			E Removal of elective two units SIRXMKT004 Undertake digital marketing activities and SIRXSLS005 Plan to trade internationally
SIR10112 Certificate I in Retail Services	SIR10116 Certificate I in Retail Services	SIR10116 Certificate I in Retail Services <i>No change in this release</i>	<i>No change in this release</i>	<i>No change in this release</i>	<i>No change in this release</i>		N Number of units for completion remains as 5, 3 core and 2 electives Packaging rules simplified.
SIR20312 Certificate II in Retail Fast Food	N/A	N/A	N/A				Deleted.
SIR20212 Certificate II in Retail Services	SIR20216 Certificate II in Retail Services	SIR20216 Certificate II in Retail Services <i>No change in this release</i>	Electives updated to include new unit.	<i>No change in this release</i>	<i>No change in this release</i>		N Number of units for completion reduced from 14 to 11 units; core reduced by 2 units; electives reduced by 1 unit.

Qualification Mapping – SIR07 V3.0 to SIR V7.0							
SIR07 V3.0	SIR V2.0	SIR V3.0	SIR V5.0	SIR V5.1	SIR V6.0	SIR V7.0	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
							Packaging rules simplified.
SIR30212 Certificate III in Retail Operations	SIR30216 Certificate III in Retail	SIR30216 Certificate III in Retail <i>No change in this release</i>	Electives updated to include new unit.	<i>No change in this release</i>	<i>No change in this release</i>		N Qualifications combined Packaging rules simplified.
SIR30312 Certificate III in Retail Supervision							
SIR30412 Certificate III in Business to Business Sales	SIR30316 Certificate III in Business to Business Sales	SIR30316 Certificate III in Business to Business Sales <i>No change in this release</i>	<i>No change in this release</i>		<i>No change in this release</i>		N Number of units for completion remains as 10, 5 core and 5 electives Packaging rules simplified.
SIR40212 Certificate IV in Retail Management	SIR40316 Certificate IV in Retail Management	SIR40316 Certificate IV in Retail Management <i>No change in this release</i>	Electives updated to include new unit.	<i>No change in this release</i>			N Number of units for completion 11; core increased by 4 units; electives decreased by 3 units Entry requirement revised to Certificate III in Retail or equivalent industry experience Packaging rules simplified.

Qualification Mapping – SIR07 V3.0 to SIR V7.0							
SIR07 V3.0	SIR V2.0	SIR V3.0	SIR V5.0	SIR V5.1	SIR V6.0	SIR V7.0	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIR50112 Diploma of Retail Management	SIR50116 Diploma of Retail Leadership	SIR50116 Diploma of Retail Leadership <i>No change in this release</i>	<i>No change in this release</i>				N Number of units for completion 10; core increased by 2; electives decreased by 1 Entry requirements revised to Certificate IV in Retail Management or equivalent industry experience.
SIR80112 Graduate Certificate in Retail Leadership	N/A	N/A	N/A				Deleted.
SIR50212 Diploma of Visual Merchandising	N/A	SIR50217 Diploma of Visual Merchandising	<i>No change in this release</i>	<i>No change in this release</i>	<i>No change in this release</i>		N Number of units for completion 16; core decreased by 7; electives remain the same Packaging rules simplified.
N/A	N/A	SIR50317 Diploma of Retail Merchandise Management	<i>No change in this release</i>	<i>No change in this release</i>	<i>No change in this release</i>		New qualification.

1.6 Unit of Competency mapping

The following table maps the relationship between previous and replacement Units of Competency within the training package.

Note: Units with an asterisk * were included in the SIR Retail Services Training Package V7.0.

Table 6: Unit of competency mapping for the SIR Retail Services Training Package SIR07 V3.0 to SIR V7.0

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
CROSS-SECTOR (X)		
Administration (ADM)		
SIRXADM001A Apply retail office procedures	N/A	Deleted.
SIRXADM002A Coordinate retail office	N/A	Deleted.
Cleaning and Maintenance (CLM)		
SIRXCLM101 Organise and maintain work areas	SIRXIND002 Organise and maintain the store environment	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Working in Industry (IND) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCLM402 Manage store facilities	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Client and Customer Service (CCS)		
SIRXCCS201 Apply point-of-sale handling procedures	SIRXSLS002 Follow point-of-sale procedures	N Unit updated to meet Standards for Training Packages. Updated title Competency Field changed to Sales (SLS) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCCS202 Interact with customers	SIRXCEG001 Engage the customer	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Customer Engagement (CEG) Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCCS203 Promote loyalty programs	N/A	Deleted.
SIRXCCS304 Coordinate interaction with customers	SIRXCEG004 Create a customer-centric culture	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Customer Engagement (CEG) Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance. Updated knowledge requirements to reflect unit revisions.
SIRXCCS305 Maintain business to business relationships	SIRXCEG005 Maintain business to business relationships	N Unit updated to meet Standards for Training Packages Competency Field changed to Customer Engagement (CEG)

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
		Minor change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCCS406 Provide customer service for high value and complex sales	N/A	Deleted.
SIRXCCS407 Develop business to business relationships	N/A	Deleted.
SIRXCCS408 Build retail relationships and sustain customer loyalty	SIRXCEG003 Build customer relationships and loyalty	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Customer Engagement (CEG) Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCCS509 Manage business customers	N/A	Deleted.
Change Management (CHA)		
	SIRXCHA001 Facilitate the change process	New unit.
Communication (COM)		
SIRXCOM101 Communicate in the workplace to support team and customer outcomes	SIRXCOM001 Communicate in the	N Unit updated to meet Standards for Training Packages Competency Field changed to Communication and Teamwork (COM)

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	workplace to support team and customer outcomes	Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXCOM202 Communicate with customers using technologies	N/A	Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXCOM001 Communicate in the workplace to support team and customer outcomes.
Communication and Teamwork (COM)		
	SIRXCOM002 Work effectively in a team	New unit.
	SIRXCOM003 Promote team cohesion	New unit.
Computer Operations and ICT Management (ICT)		
SIRXICT001A Operate retail technology	N/A	Deleted.
SIRXICT002A Use computers as part of business and ecommerce processes	N/A	Deleted.
SIRXICT303 Operate retail information technology systems	N/A	Deleted.
SIRXICT404 Adopt mobile commerce applications to improve sales and service	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Customer Engagement (CEG)		
	SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour	New unit.
	SIRXCEG002 Assist with customer difficulties	New unit.
	SIRXCEG006 Provide online customer service	New unit.
	SIRXCEG007 Develop online customer service standards	New unit.
	SIRXCEG008 Manage disrespectful, aggressive or abusive customers*	New unit
Delivery (DLV)		
	SIRXDLV001 Deliver food products	New unit.
E-Business (EBS)		
SIRXEBS001A Acquire and retain online customers	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXEBS002A Manage retail brands online	N/A	Deleted.
SIRXEBS003A Manage and promote business to business ecommerce solutions	N/A	Deleted.
SIRXEBS004A Select an e-business model	N/A	Deleted.
Ecommerce (ECM)		
N/A	SIRXECM001 Monitor and interpret online data analytics	New unit.
N/A	SIRXECM002 Prepare digital content	New unit.
N/A	SIRXECM003 Design an ecommerce site	New unit.
Finance (FIN)		
SIRXFIN201 Balance and secure point-of-sale terminal	SIRRRTF001 Balance and secure point-of-sale terminal	N Competency Field changed to Retail Financials (RTF) Unit Sector change to Retail Minor change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXFIN002A Perform retail finance duties	N/A	Deleted.
SIRXFIN003A Produce financial reports	N/A	Deleted.
SIRXFIN004A Manage financial resources	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRRTF002 Manage retail store financials.
SIRXFIN005A Mange operations to budget	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRRTF003 Drive retail profitability.
SIRXFIN006A Manage prices	N/A	Deleted.
Governance and Legal Compliance (GLC)		
SIRXGLC401 Monitor compliance with the legislative requirements for establishing a retail business	N/A	Deleted.
SIRXGLC502 Establish business legal and legislative requirements	N/A	Deleted.
Health and Wellbeing (HWB)		

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	SIRXHWB001 Maintain personal health and wellbeing	New unit.
	SIRXHWB002 Promote workplace health and wellbeing	New unit.
Human Resource Management (HRM)		
SIRXHRM001A Administer human resource policy	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXMGT002 Lead a frontline team ○ SIRXHRM002 Maintain employee relations ○ SIRXTAD002 Develop the retail frontline.
SIRXHRM002A Recruit and select personnel	SIRXHRM001 Recruit, select and induct team members	N Unit updated to meet Standards for Training Packages Updated title Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
Working in industry (IND)		
SIRXIND101 Work effectively in a customer service environment	SIRXIND001 Work effectively in a service environment	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Working in Industry (IND) Significant change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXIND102 Plan a career in the retail industry	SIRXIND004 Plan a career in the retail industry	N Unit updated to meet Standards for Training Packages Competency Field changed to Working in Industry (IND) Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
Inventory (INV)		
SIRXINV001A Perform stock control procedures	SIRRINV001 Receive and handle retail stock	N Unit updated to meet Standards for Training Packages Updated title Unit sector changed to Retail Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXINV002A Maintain and order stock	SIRRINV002 Control stock	N Unit updated to meet Standards for Training Packages Updated title Unit sector changed to Retail Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXINV003A Plan inventory levels	N/A	Deleted.
SIRXINV005A Control inventory	N/A	Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRINV002 Control stock.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXINV006A Develop purchasing strategies	N/A	Deleted.
SIRXINV404 Manage retail merchandise	N/A	Deleted
SIRXINV407 Manage suppliers	N/A	Deleted.
Management and Leadership (MGT)		
	SIRXMGT001 Supervise and support frontline team members	New unit.
SIRXMGT001A Coordinate work teams	N/A	Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXMGT001 Supervise and support frontline team members ○ SIRXMGT002 Lead a frontline team ○ SIRXTAD003 Coach others for success ○ SIRRRTF002 Manage retail store financials.
	SIRXMGT002 Lead a frontline team	New unit.
SIRXMGT002A Maintain employee relations	SIRXHRM002 Maintain employee relations	N Unit updated to meet Standards for Training Packages Competency Field changed to Human Resource Management (HRM) Minor change to Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
	SIRXMGT003 Provide leadership to others	New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXMGT003A Lead and manage people	N/A	Deleted Relevant skills and knowledge incorporated into: SIRXCOM003 Promote team cohesion SIRXMGT002 Lead a frontline team SIRXMGT003 Provide leadership to others.
SIRXMGT004A Analyse and communicate information	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXCHA001 Facilitate the change process ○ SIRRSTR001 Undertake strategic planning in retail.
SIRXMGT005A Set strategic plans	N/A	Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRSTR001 Undertake strategic planning in retail.
SIRXMGT006A Initiate and implement change	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXCHA002 Lead the change process.
SIRXMGT507 Manage staff through change	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXCHA001 Facilitate the change process.
SIRXMGT508 Plan and prepare for business sustainability	N/A	Deleted.
SIRXMGT509 Manage diversity within the business	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Marketing (MKT)		
	SIRXMKT004 Undertake digital marketing activities	Deleted from SIR Training package in response to Skills Reform Ministerial Statement - 9 October 2020, to remove unused training components.
	SIRXMKT002 Use social media to engage customers	New unit.
	SIRXMKT004 Undertake digital marketing activities	New unit.
	SIRXMKT006 Develop a social media strategy	New unit.
	SIRXMKT007 Develop a digital marketing plan	New unit.
Marketing and Public Relations (MPR)		
SIRXMPR001A Profile a retail market		Deleted.
SIRXMPR002A Provide marketing and promotion program support	SIRXMKT001 Support marketing and promotional activities	N Unit updated to meet Standards for Training Packages Competency Field changed to Marketing (MKT) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXMPR003A Conduct telemarketing	N/A	Deleted.
SIRXMPR004A Market products	N/A	Deleted.
SIRXMPR005A Seize a business opportunity	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXMPR006A Manage promotional activities	SIRXMKT003 Manage promotional activities	N Unit updated to meet Standards for Training Packages Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXMPR007A Devise a strategic marketing plan	SIRXMKT005 Develop a marketing strategy	N Unit updated to meet Standards for Training Packages Competency Field changed to Marketing (MKT) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXMPR008A Implement advertising and promotional activities	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXMKT003 Manage promotional activities.
Merchandising (MER)		
SIRXMER201 Merchandise products	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER001 Produce visual merchandise displays.
SIRXMER202 Plan, create and maintain displays	SIRRMER001 Produce visual merchandise displays	N Unit updated to meet Standards for Training Packages Updated title Unit Sector changed to Retail Significant change to the Elements and Performance Criteria to better define essential outcomes and performance. Updated knowledge requirements to reflect unit revisions.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXMER303 Coordinate merchandise presentation	SIRRMER003 Coordinate visual merchandising activities	N Unit updated to meet Standards for Training Packages Updated title Unit Sector changed to Retail Significant change to the Elements and Performance Criteria to better define essential outcomes and performance. Updated knowledge requirements to reflect unit revisions.
SIRXMER304 Present products		Deleted.
SIRXMER405 Manage store presentation and pricing		Deleted.
SIRXMER406 Monitor in-store visual merchandising display		Deleted.
SIRXMER407 Plan and build visual presentations for a range of merchandise categories		Deleted.
Product Knowledge (RPK)		
SIRXRPK001A Recommend health and nutritional products and services	SIRXPDK003 Advise on health and nutritional products and services	N Unit updated to meet Standards for Training Packages Updated title Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXRPK002A Recommend hair, beauty and cosmetic products and services	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Online and Social Media (OSM)		
	<ul style="list-style-type: none"> SIRXOSM005 Develop a basic website for customer engagement 	Minor Changes. Corrections to PC numbering for Element #1. Equivalent outcome.
	SIRXOSM001 Identify and review social media and online platforms for organisational use	New Unit
	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms	New Unit
	SIRXOSM003 Use social media and online tools	New Unit
	SIRXOSM004 Analyse performance of social media and online business tools	New Unit
	SIRXOSM005 Develop a basic website for customer engagement	New Unit

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	SIRXOSM006 Develop and manage social media and online strategies	New Unit
	SIRXOSM007 Manage risk to organisational reputation in an online setting	New Unit
Product Management (PRO)		
SIRXPRO401 Maximise sales of branded products and services	N/A	leted. levant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS004 Drive sales results.
SIRXPRO002A Implement product recalls	N/A	Deleted.
SIRXPRO003A Review product or service performance	N/A	Deleted.
SIRXPRO504 Maximise product sales and market share	N/A	Deleted.
SIRXPRO005A Manage distribution processes	N/A	Deleted.
SIRXPRO006A Forecast product performance	N/A	Deleted.
SIRXPRO007A Improve supply and distribution chains	N/A	Deleted.
Quality and Innovation (QUA)		

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXQUA001A Develop innovative ideas at work	N/A	Deleted.
SIRXQUA002A Lead a team to foster innovation	N/A	Deleted.
SIRXQUA003A Create an innovative work environment	N/A	Deleted.
SIRXQUA004A Set up systems that support innovation	N/A	Deleted.
SIRXQUA005A Maintain operational quality and productivity	N/A	Deleted.
SIRXQUA006A Benchmark and continuously improve operational quality	N/A	Deleted.
Retail Management (SRM)		
SIRXSRM801 Lead the organisation through change	SIRXCHA002 Lead the change process	N Unit updated to meet Standards for Training Packages Competency Field changed to Change Management (CHA) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXSRM802 Lead the development of business opportunities	SIRXMGT005 Lead the development of business opportunities	N Unit updated to meet Standards for Training Packages Competency Field changed to Management and Leadership (MGT) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXSRM803 Lead and develop retail staff	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRCMGT002 Lead a frontline team ○ SIRXMGT003 Provide leadership to others SIRXTAD002 Develop the retail frontline.
SIRXSRM804 Continuously improve operational retail processes	N/A	Deleted.
SIRXSRM805 Lead the strategic planning process in a service environment	N/A	Deleted. Relevant skills and knowledge incorporated into: SIRRSTR001 Undertake strategic planning in retail.
SIRXSRM806 Manage and transform sales and service programs	N/A	Deleted.
SIRXSRM807 Lead the development of a visual merchandising strategy	N/A	Deleted.
SIRXSRM808 Plan and manage complex retail projects	SIRXMGT004 Plan and manage retail projects	N Unit updated to meet Standards for Training Packages Updated title Competency Field changed to Management and Leadership (MGT) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXSRM809 Manage retail operations in a region or area	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Risk Management and Security (RSK)		
	SIRXRSK001 Identify and respond to security risks	New unit.
SIRXRSK201 Minimise loss	N/A	Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXRSK001 Identify and respond to security risks.
SIRXRSK002A Maintain store security	SIRXRSK002 Maintain store security	N Unit updated to meet Standards for Training Packages Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
	SIRXRSK003 Manage risk in the retail environment	New unit.
SIRXRSK003A Apply store security systems and procedures	N/A	Deleted.
SIRXRSK404 Control store security	N/A	Deleted.
Sales (SLS)		
	SIRXSLS005 Plan to trade internationally	Deleted from SIR Training package in response to Skills Reform Ministerial Statement - 9 October 2020, to remove unused training components.
SIRXSLS201 Sell products and services	SIRXSLS001 Sell to the retail customer	N Unit updated to meet Standards for Training Packages Updated title

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
		Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXSLS002A Advise on products and services	SIRXPDK001 Advise on products and services	N Unit updated to meet Standards for Training Packages Competency Field changed to Product Knowledge (PDK) Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
	SIRXSLS003 Achieve sales results	New unit.
	SIRXSLS004 Drive sales results	New unit.
	SIRXSLS005 Plan to trade internationally	New unit.
SIRXSLS303 Build relationships with customers	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXCEG002 Assist with customer difficulties ○ SIRXCEG003 Build customer relationships and loyalty ○ SIRXSLS001 Sell to the retail customer.
SIRXSLS304 Coordinate sales performance	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS003 Achieve sales results.
SIRXSLS405 Coordinate a retail operation during economic downturns	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRXSLS406 Manage sales and service delivery	N/A	Deleted.
SIRXSLS007A Train sales team members	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS003 Achieve sales results.
SIRXSLS008A Develop a sales strategy	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS004 Drive sales results.
SIRXSLS009A Manage sales teams	N/A	Deleted.
SIRXSLS410 Lead a sales representatives team	N/A	Deleted.
Strategy (STR)		
	SIRRSTR001 Develop an ecommerce strategy	New unit.
Training and Development (TAD)		
	SIRXTAD001 Train others in frontline tasks	New unit.
	SIRXTAD002 Develop the retail frontline	New unit.
	SIRXTAD003 Coach others for success	New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Work Health and Safety (WHS)		
	SIRXWHS001 Work safely	New unit.
SIRXWHS101 Apply safe work practices	SIRXWHS002 Contribute to workplace health and safety	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXWHS302 Maintain store safety	SIRXWHS003 Maintain workplace safety	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRXWHS403 Provide a safe work environment		Deleted.
Working in Industry (IND)		
	SIRXIND003 Organise personal work requirements	New unit.
	SIRXIND005 Develop personal productivity	New unit.
	SIRXIND006 Review retail business fundamentals	New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
RETAIL (R)		
Food Safety (FSA)		
SIRRFSA001 Apply retail food safety practices	SIRRFSA001 Handle food safely in a retail environment	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRFSA002A Monitor food safety program	SIRRFSA002 Supervise a food safety program	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
Merchandising (MER)		
SIRRMER001A Merchandise food products	SIRRMER002 Merchandise food products	N Unit updated to meet Standards for Training Packages Removal of pre requisite Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRMER002A Pack and display meat products	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRRMER003A Prepare and display fast food items	N/A	Deleted.
SIRRMER004A Prepare and display bakery products	N/A	Deleted.
SIRRMER405 Produce visual merchandising signs	SIRRMER011 Design and install merchandise signage	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRMER406 Design, construct and maintain props	N/A	Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER007 Design and install visual merchandising displays.
SIRRMER407 Design merchandisers	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER004 Develop visual merchandising creative concepts.
SIRRMER508 Produce retail visual illustrations	N/A	Deleted.
SIRRMER509 Manufacture visual merchandising signage and support structures	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER007 Design and install visual merchandising displays ○ SIRRMER011 Design and install merchandise signage.
SIRRMER510 Produce working drawings	N/A	Deleted.
SIRRMER511 Plan, organise and maintain display lighting	SIRRMER009 Plan and organise display lighting	N Unit updated to meet Standards for Training Packages

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
		Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRMER512 Produce perspective drawings, plans and elevations	N/A	Deleted
SIRRMER513 Develop concept visuals	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER004 Develop visual merchandising creative concepts.
SIRRMER514 Design and produce store plans and floor layouts	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER012 Develop retail space and product management plans.
SIRRMER515 Manage visual merchandising projects	N/A	Deleted.
SIRRMER516 Style merchandise for photography	SIRRMER008 Plan and style merchandise photo shoots	N Unit updated to meet Standards for Training Packages Updated title Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRMER517 Develop and apply strategies for merchandising and corporate presentation	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRRMER518 Present design concepts	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRMER004 Develop visual merchandising creative concepts.
SIRRMER519 Design and produce merchandising and in-store presentations	N/A	Deleted.
	SIRRMER004 Develop visual merchandising creative concepts	New unit.
	SIRRMER005 Implement visual merchandising concepts	New unit.
	SIRRMER006 Achieve visual merchandising targets	New unit.
	SIRRMER007 Design and install visual merchandising displays	New unit.
	SIRRMER010 Style using visual merchandising aids	New unit.
	SIRRMER012 Develop retail space and product management plans	New unit.
	SIRRMER013 Develop visual merchandising guidelines	New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	* SIRRMER021 Design and construct visual merchandising display element	NC - New unit
	* SIRRMER022 Develop and implement creative photographic styling solution	NC - New unit
	* SIRRMER023 Develop a visual merchandising brand strategy	NC - New unit
	* SIRRMER024 Create in-store customer brand experience	NC - New unit
	* SIRRMER025 Explore professional practice in visual merchandising career pathways	NC - New unit
Merchandise Management (MRM)		
	SIRRMRM001 Plan merchandise buying strategy	NC - New unit.
	SIRRMRM002 Develop a merchandise strategy	NC - New unit
	SIRRMRM003 Conduct a post trade analysis	NC - New unit
	SIRRMRM004 Develop a merchandise financial plan	NC - New unit
	SIRRMRM005 Develop a category financial plan	NC - New unit

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	SIRRM006 Plan a merchandise product range	NC - New unit
	SIRRM007 Negotiate and establish supply arrangements	NC - New unit
	SIRRM008 Develop a merchandise promotional plan	NC - New unit
	SIRRM009 Plan merchandise buying trips	NC - New unit
	SIRRM010 Plan product development	NC - New unit
	SIRRM011 Manage merchandise quality and compliance	NC - New unit
Product Knowledge (RPK)		
SIRRRPK001A Advise on food products and services	SIRXPDK002 Advise on food products and services	N Unit updated to meet Standards for Training Packages Updated title Unit Sector updated to Retail Removal of pre requisite Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRRRPK002A Advise on meat products	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRRRPK003A Advise on fast food products	N/A	Deleted.
SIRRRPK004A Advise on bakery products	N/A	Deleted.
SIRRRPK005A Advise on seafood products	N/A	Deleted.
SIRRRPK006A Recommend liquor products	N/A	Deleted.
SIRRRPK007A Recommend and fit clothing or footwear products and services	N/A	Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRRSTY001 Style the retail customer.
SIRRRPK008A Recommend jewellery products and services	N/A	Deleted.
SIRRRPK009A Recommend toddler and baby products	N/A	Deleted.
SIRRRPK010A Recommend home and home improvement products and services	N/A	Deleted.
SIRRRPK011A	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Recommend books or newsagency services		
SIRRRPK012A Recommend business and leisure products and services	N/A	Deleted.
SIRRRPK013A Hire and sell video and DVD products and services	N/A	Deleted.
SIRRRPK214 Recommend specialised products and services	N/A	Deleted.
Retail Financials (RTF)		
	SIRRRTF002 Monitor retail store financials	New unit.
	SIRRRTF003 Drive retail profitability	New unit.
Retail Post (POS)		
SIRRPOS001A Process postal outlet transactions	N/A	Deleted.
SIRRPOS002A Handle mail received in a retail environment	N/A	Deleted.
SIRRPOS003A Deliver mail in a retail environment	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
SIRRPOS004A Handle customer interviews and applications	N/A	Deleted.
Strategy (STR)		
	SIRRSTR001 Undertake strategic planning in retail	New unit.
Styling (STY)		
	SIRRSTY001 Style the retail customer	New unit.
Finance (FIN)		
SIRWFIN001 Complete debtor processes		Deleted from SIR Training package in response to Skills Reform Ministerial Statement - 9 October 2020, to remove unused training components.
SIRWFIN001A Complete debtor processes	SIRWFIN001 Complete debtor processes	N Unit updated to meet Standards for Training Packages Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRWFIN002A Manage debtor processes	N/A	Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
Inventory (INV)		
SIRWINV301 Administer supply to a business	N/A	Deleted.
SIRWINV302 Monitor inventory capacity to meet demand	N/A	Deleted. Relevant skills and knowledge incorporated into: SIRRINV002 Control stock.
Wholesale (W)		
Sales (SLS)		
SIRWSLS301 Build sales relationships	N/A	Deleted.
SIRWSLS302 Process product and service data	SIRWSLS001 Process product and service data	N Unit updated to meet Standards for Training Packages Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRWSLS303 Analyse and achieve sales targets	SIRWSLS002 Analyse and achieve sales targets	N Unit updated to meet Standards for Training Packages Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRWSLS304 Build sales of branded products	SIRWSLS003 Build sales of branded products	N Unit updated to meet Standards for Training Packages Updated title

Unit of Competency Mapping – SIR07 V3.0 to SIR V7.0		
Previous Unit Code and Title	Replacement Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
		Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.
SIRWSLS305 Optimise customer and territory coverage	SIRWSLS004 Optimise customer and territory coverage	N Unit updated to meet Standards for Training Packages Minor change to Performance Criteria to streamline language and better define essential outcomes and performance Updated knowledge requirements to reflect unit revisions.

1.7 Skill Sets mapping

Note: No Skill Sets were reviewed in SIR V7.0

The following Skill Set updates apply to SIR R6.0

Skill Set Mapping – SIR07 V5.0 to SIR 6.0		
Previous Unit Code and Title	New Unit Code and Title	Comment in relation to previous version E = Equivalent N = Not Equivalent NC = Newly Created D = Deleted
	SIRSS00032 Manage Workplace Responses to Disrespectful Aggressive or Abusive Customer Behaviour Skill Set	New skill set
	SIRSS00033 Facilitate and supervise WHS in Retail Skill Set	New skill set
	SIRSS00034 Supervise and Manage WHS in Retail Skill Set	New skill set
SIRSS00028 Retail Leadership Transition Skill Set	SIRSS00035 Retail Leadership Transition Skill Set	E Additional unit added SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour

1.8 Key work and training requirements in the industry

1.8.1 Overview of the retail services industry

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), retail as an industry falls under Retail Trade. The Retail Trade industry, as defined by ANZSIC, consists of enterprises engaged in the purchase and/or on selling to the general public using both traditional and non-traditional means. Wholesales enterprises similarly engage in the buying of goods for sale but generally operate from warehouses and attract business customers.³

Retail enterprises typically operate from a location and premises designed to attract a high volume of walk-in customers, have an extensive display of goods, and/or use media advertising to attract both new and existing customers.

The relevant Australian and New Zealand Standard Classification of Occupations (ANZSCO) classification for occupations in this training package are Sales Assistant, Sales Representative, Retail Supervisor, Retail Manager, Visual Merchandiser and Retail Buyer.⁴ Tasks identified in the ANZSCO for each occupation are detailed below.

Sales Assistant

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- demonstrating and explaining to customers the establishment's goods and services
- selling goods and services
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold.

Sales Representative

- promoting and selling goods and services, properties and businesses
- engaging prospective clients
- determining the needs of prospective clients and explaining which goods, services and properties meet their needs
- visiting clients to establish selling opportunities
- following up clients and gauging satisfaction with goods and services purchased
- monitoring clients' changing needs and competitor activity.

Retail Supervisor

- ensuring that customers receive prompt service and quality goods and services
- responding to customers' inquiries and complaints about goods and services
- planning and preparing work schedules and assigning staff to specific duties
- interviewing, hiring, training, evaluating, dismissing and promoting staff, and resolving staff grievances
- instructing staff on how to handle difficult and complicated sales procedures
- examining returned goods and deciding on appropriate action
- taking inventory of goods for sale and ordering new stock
- ensuring that goods and services are correctly priced and displayed
- ensuring safety and security procedures are enforced.

³ Australian Bureau of Statistics 2013, Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0), cat. no. 1292.0, Canberra

⁴ Australian Bureau of Statistics 2013, Australian and New Zealand Standard Classification of Occupations, 2013, Version 1.2, cat. no. 1220.0, Canberra

Retail Manager

- determining product mix, stock levels and service standards
- formulating and implementing purchasing and marketing policies, and setting prices
- promoting and advertising the establishment's goods and services
- selling goods and services to customers and advising them on product use
- maintaining records of stock levels and financial transactions
- undertaking budgeting for the establishment
- controlling selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations.

Visual Merchandiser

- determining goods for display in accordance with prospective seasonal and promotional events
- developing overall promotional and display plans for approval
- preparing sketches and models showing layout, colour and other features for approval
- obtaining props and other accessories, and building displays
- setting up fabricated displays in store windows and other areas
- organising the setting out of goods to be shown as part of permanent displays
- arranging ticketing and signage
- arranging lighting to highlight fixtures, displays and goods.

Retail Buyer

- monitoring sales data and stock levels, and studying trade, manufacturers' and market information to keep informed of changing market conditions
- negotiating purchase, promotion and supply arrangements with suppliers
- designing and implementing pricing, marketing, promotional and display strategies
- liaising with management on long-term planning and sales promotions
- establishing working plans according to seasonal and budgetary requirements
- anticipating consumer trends and determining quantity, style and quality of goods to be purchased.

The following table outlines current industry and workforce issues in the Retail and Wholesale sectors and how they have been addressed within the SIR Retail Services Training Package V7.0

Table 7: Industry issues addressed in the SIR Retail Services Training Package V7.0

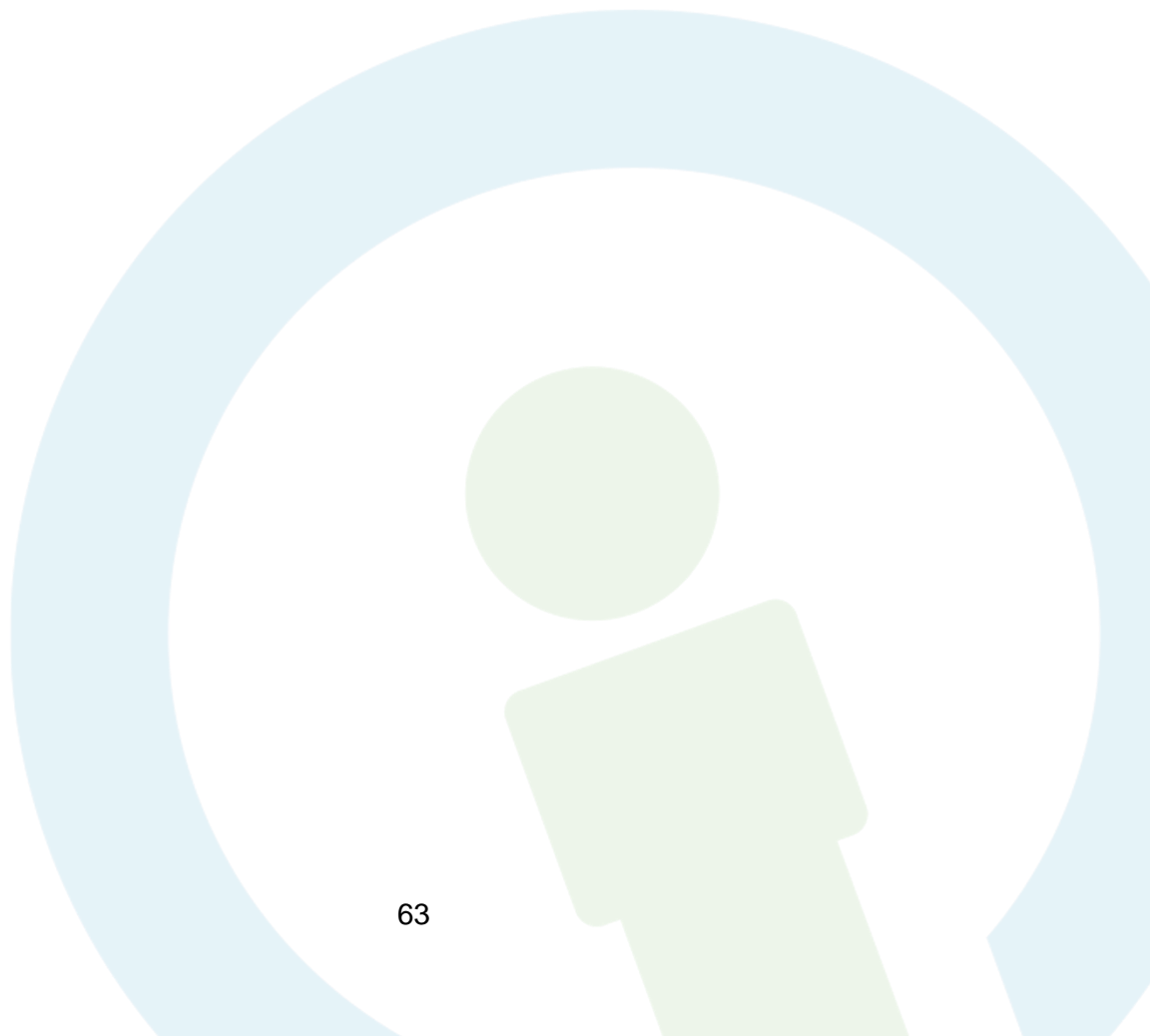
Industry and Work issue	Training Package Response
<p>Managing disrespectful aggressive or abusive customers</p> <p>During the COVID-19 pandemic, many consumers have engaged in ‘panic buying’ creating sudden and unexpected demand for a number of products in supermarkets, pharmacies and other retail outlets. This demand has made it difficult for retailers to maintain stock levels in stores, and has led to increased instances of inappropriate and potentially aggressive behaviour from customers.⁵</p> <p>Customer service staff require the skills and knowledge to deal with aggressive and potentially violent customers. This includes strategies to deal with the customer, mental health and wellbeing of the worker and environmental means to prevent or assist in dealing with volatile customer situations.</p> <p>Supervisors and managers require the skills to support front-line staff when dealing with incidences of disrespectful, aggressive or abusive customer behaviour and to manage situations that are escalated by team members. They also require skills to support the well-being of team members following an incident.</p>	<p>The following Units of Competency have been developed to address these needs:</p> <ul style="list-style-type: none"> • SIRXCEG008 Manage disrespectful, aggressive or abusive customers • SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour.
<p>Changing customer</p> <p>The modern shopper has vastly different expectations from those of previous decades. Most retailers say today’s customers expect far more personalised service, value and convenience. They expect an ‘experience’.</p> <p>Customer service is about much more than ‘meet and greet’, reports the industry. Sales staff need to be experts in the products and services they are selling.</p>	<p>The following Units of Competency have been developed to focus on the provision of quality customer service:</p> <ul style="list-style-type: none"> • SIRXCEG001 Engage the customer has been developed to focus on engaging the customer and contributing to a service culture that prioritises the customer • SIRXCEG003 Build customer relationships and loyalty focuses on building relationships with customers and fostering their loyalty through personalised service • SIRXCEG004 Create a customer-centric culture focuses on ensuring the delivery of high standard customer service within the retail environment and taking opportunities to improve the customer experience • SIRXPDK001 Advise on products and services focuses on developing product knowledge to ensure a high standard of product expertise within retail staff.

⁵ **Source:** <https://www.nsw.gov.au/covid-19/safe-workplaces/employers/managing-violence-and-aggression> - accessed 13 July 2020

Industry and Work issue	Training Package Response
<p>Evolving retail store</p> <p>Customers are choosing online shopping for its convenience and ease. This means retail stores need to focus on the customer experience to entice them into stores.</p>	<p>SIRXCEG004 Create a customer-centric culture focuses on the in-store customer experience and ways to enhance this experience.</p>
<p>Ecommerce and online retail</p> <p>Growth in online shopping significantly outpaces that of traditional retail. The success of retailers has become inextricably linked to their digital competency and skills in ecommerce effectiveness, digital marketing, social media and creating an online shopping experience.</p>	<p>The following units have been developed to support skills development in Ecommerce and Online Retailing. These units have been packaged across SIR qualifications and into two Skill Sets.</p> <ul style="list-style-type: none"> • SIRXCEG006 Provide online customer support • SIRXCEG007 Manage online customer service standards • SIRXECM001 Monitor and interpret online data analytics • SIRXECM002 Prepare digital content • SIRXECM003 Design an ecommerce site • SIRXMKT006 Develop a social media strategy • SIRXMKT007 Develop a digital marketing plan • SIRXSTR001 Develop an ecommerce strategy.
<p>Online marketing & social media</p> <p>Being able to market online has been almost as significant a change in retailing as being able to buy online.</p> <p>Social media is key because marketing is no longer a one-way communication from retailer to customer: it is about a broader notion of 'engagement' or 'conversations' to build relationships with customers.</p>	<p>The following units have been developed to address the needs of online marketing and social media engagement:</p> <ul style="list-style-type: none"> • SIRXMKT002 Use social media to engage customers • SIRXMKT006 Develop a social media strategy • SIRXMKT007 Develop a digital marketing plan.
<p>Frontline service skills</p> <p>Studies have found retailers in the US and UK value and reward their frontline sales staff because they recognise they are vital. The shift in job title and role from 'sales assistants' to 'sales associates' reflects the increasing professionalism of the job. In Australia, however, training runs from the top down and does not adequately focus on frontline staff.⁶</p>	<p>The following qualifications have been developed to focus on the skills required by frontline team members:</p> <ul style="list-style-type: none"> • SIR20216 Certificate II in Retail Services • SIR30216 Certificate III in Retail • SIR30316 Certificate III in Business to Business Sales.
<p>Management skills</p> <p>Retail managers need more advanced and broader skills to operate in the increasingly complex retail environment but retailers say store managers and those above them frequently lack the skills to perform 'retail maths' such as calculating turnover, developing inventory plans, determining mark-ups, and calculating budgets and forecasts.</p>	<p>The following qualifications have been developed to focus on the skills required of retail store managers and more senior area managers or small business owners:</p> <ul style="list-style-type: none"> • SIR40316 Certificate IV in Retail Management • SIR50116 Diploma of Retail Leadership.

⁶ Inside Retail, August/September 2014 'Taking on the World', p14.

Industry and Work issue	Training Package Response
<p>Merchandise management</p> <p>Effective merchandise management is integral to the commercial viability and financial success of a retailer. Merchandise Management encompasses the functions of planning, buying and selling of products. Australian retailers have long been challenged by skills shortages in these key areas.</p>	<p>The following qualification has been developed to address skills shortages in the area of Retail Merchandise Management.</p> <ul style="list-style-type: none"> • SIR50317 Diploma of Retail Merchandise Management.
<p>Visual merchandising</p> <p>Visual merchandisers play a pivotal role in generating brand appeal and inspiring customer engagement. This function has the ability to drive sales, by connecting consumer and product, influencing profit margins and generating return on space.</p> <p>The skills required of Visual Merchandisers has evolved significantly over recent times as a result of changes in the retail landscape.</p>	<p>The Diploma of Visual Merchandising has undergone a thorough review, resulting in significant changes to reflect current skills needs.</p> <p>The following qualification has been developed to address the gaps identified at the higher AQF level.</p> <ul style="list-style-type: none"> • SIR60221 Advanced Diploma of Visual Merchandising



1.9 Regulation and licensing implications for Implementation

1.9.1 General laws

Personnel in retail sectors must comply with general laws that regulate customer, business and employee interaction for all types of businesses: for example consumer protection and work health and safety law.

Wherever knowledge of a general law is required to effectively perform a job task described in the unit of competency, it is covered in the Knowledge Evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to ensure access to or use of current regulatory documents as a resource in assessment.

As an example, the Knowledge Evidence and Assessment Conditions relevant to consumer protection laws within **SIRXCEG002 Assist with customer difficulties** is shown below.

Knowledge Evidence of Relevant Law	Assessment Conditions Resource Requirement
<p>Key aspects of consumer protection laws relevant to the selling of products and services:</p> <ul style="list-style-type: none"> ○ organisational responsibilities and rights ○ customer rights ○ refunds and exchanges. 	<p>Current Plain English regulatory documents outlining key aspects of consumer protection laws</p>

1.9.2 Laws that specifically apply to the retail industry

Wherever a specific law, regulation, business or occupational licensing arrangement exists, it is mentioned in the Application section of a unit of competency. Required knowledge of that law is also described, as above, in the Knowledge Evidence field and any required resources are also prescribed in the Assessment Conditions. At the time of publication, these laws and codes and related units include:

Food Standards Australia New Zealand Act 1991 and the Australia New Zealand Food Standards Code, which is referenced in the following Units of Competency:

- SIRRFSA001 Handle food safely in a retail environment
- SIRRFSA002 Supervise a food safety program.

State and territory liquor licensing Acts – provisions for the responsible sale or service of alcohol in licensed venues – which are referenced in:

- SITHFAB002 Provide responsible service of alcohol.

2.0 Implementation information

2.1 Key features of the training package and the industry that will impact on the selection of training pathways

The competencies in this training package may be attained via one or more of the following:

formal or informal education and training
experiences in the workplace
general life experience
any combination of the above.

2.1.1 Resourcing training and assessment pathways

The delivery of training and assessment in a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development, and produces graduates that should be immediately useful and competent in an industry environment.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each Unit of Competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway.

An example of Assessment Conditions from the unit **SIRRMER003 Coordinate visual merchandising activities** is outlined below.

Skills must be demonstrated in a retail environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- retail merchandise
- display areas
- retail display equipment and props
- product labels and price tickets
- ticketing and pricing equipment
- relevant documentation:
- organisational visual merchandise display guidelines
- organisational policies and procedures for:
 - merchandise labelling and pricing
 - required stock levels
 - merchandise rotation and replenishment
- relevant industry codes of practice, legislation and statutory requirements for coordinating merchandise presentation:
 - Australian consumer law
 - work health and safety (WHS)
- team members. These can be:
 - individuals in an industry workplace, or

- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

2.2 Industry sectors

The retail industry is complex and comprises a range of diverse sectors and business sizes. The key commonality is that each sector operates to serve the needs of a consumer group and promote the sale of a product of service. Commonly, industry identifies the following sectors which are all covered by this Training Package:

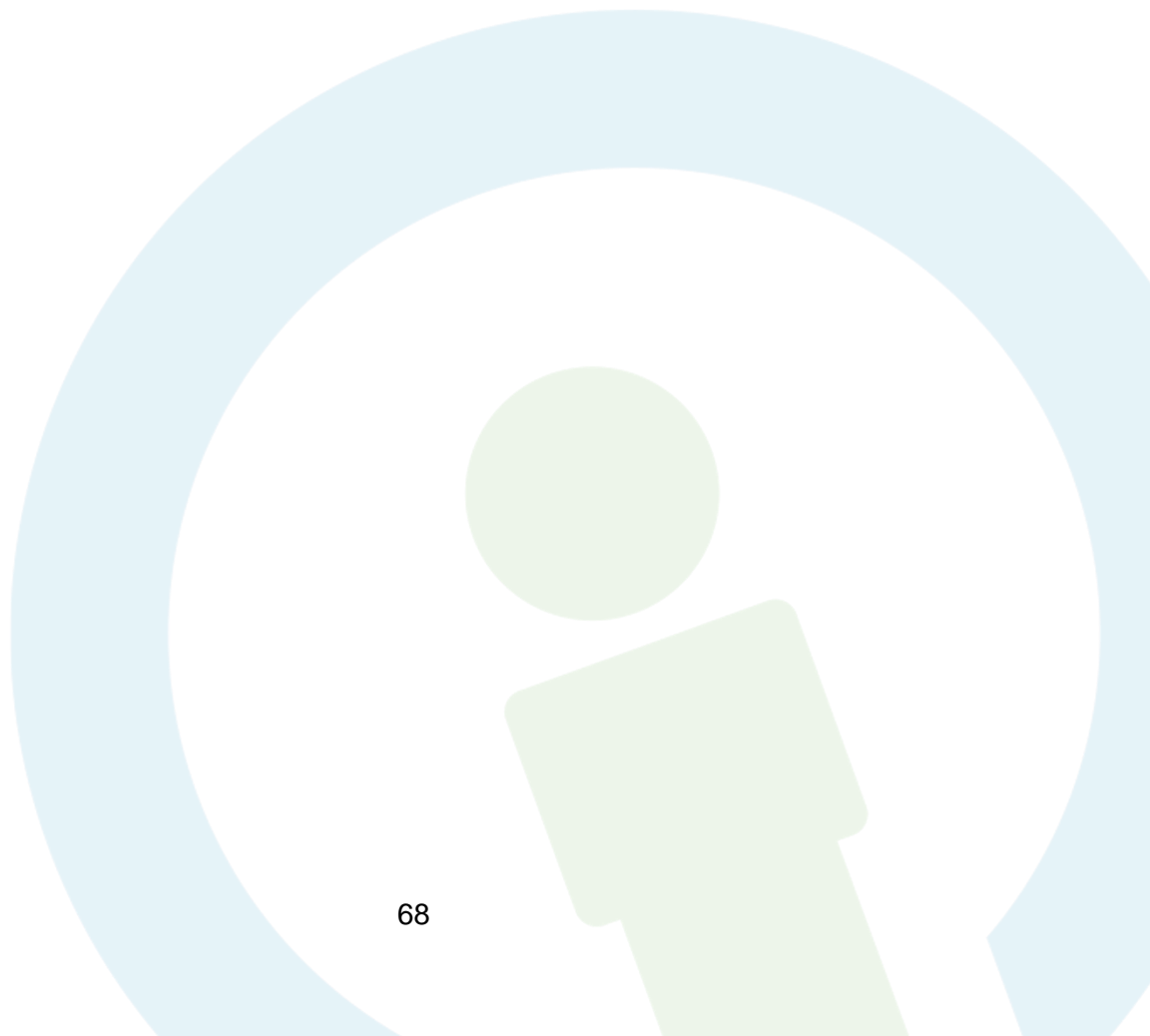
- fashion, footwear and accessories
- department stores
- food and beverage
- specialty
- supermarkets and grocery
- wholesale
- work, home and lifestyle.

2.2.1 Occupational outcomes of qualifications

Qualification	Outcome
SIR10116 Certificate I in Retail Services	<p>This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge.</p> <p>This qualification provides a pathway to work in a variety of industry sectors and business contexts.</p> <p>Individuals with this qualification are able to perform roles such as frontline team member.</p>
SIR20216 Certificate II in Retail Services	<p>This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.</p> <p>This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.</p> <p>Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator team member.</p>
SIR30216 Certificate III in Retail	<p>This qualification reflects the role of individuals who have the primary responsibility of engaging the retail customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.</p> <p>The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.</p>

Qualification	Outcome
	<p>Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.</p>
<p>SIR30316 Certificate III in Business to Business Sales</p>	<p>This qualification reflects the role of individuals who sell products to other businesses and build strong business to business relationships. These individuals possess a range of well-developed skills where discretion and judgement is required. They may provide support within a team.</p> <p>This qualification provides a pathway to work in businesses that supply products or services to other businesses, such as wholesalers.</p> <p>Individuals with this qualification are able to perform roles such as business to business sales officer, sales representative and customer service officer.</p>
<p>SIR40316 Certificate IV in Retail Management</p>	<p>This qualification reflects the role of individuals who lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards. These individuals possess a range of highly developed selling and customer engagement skills with sound knowledge of product and service offerings. They work with independence, taking responsibility for their own functions and outputs.</p> <p>This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores, and quick service restaurants.</p> <p>Individuals with this qualification are able to perform roles such as store manager, department manager and assistant store manager.</p>
<p>SIR50116 Diploma of Retail Leadership</p>	<p>This qualification reflects the role of individuals who manage a retail business or multiple retail stores or departments, following a business strategy to deliver profitable results for the organisation. These individuals support senior management and provide leadership to retail teams. They plan and evaluate the work of self and others, operating with autonomy and responsibility for personal outputs.</p> <p>This qualification provides a pathway to work in a range of retail settings including specialty retailers, supermarkets, department stores, and quick service restaurants.</p> <p>Individuals with this qualification are able to perform roles such as area manager, state manager, senior store manager, cluster manager and small business owner.</p>
<p>SIR50217 Diploma of Visual Merchandising</p>	<p>This qualification reflects the role of individuals who operate as visual merchandising specialists. These individuals possess a broad range of technical skills and sound knowledge of visual merchandising principles to plan and coordinate visual merchandising activities. They operate independently, make a range of operational decisions, and may have some responsibility for others.</p> <p>This qualification provides a pathway to work in a range of retail settings including speciality and fashion retailers, supermarkets and department stores. It also provides a pathway to work on a freelance basis.</p>

Qualification	Outcome
	<p>Individuals with this qualification are able to perform roles such as visual merchandiser, retail store visual merchandiser, visual merchandising stylist and event visual merchandiser.</p>
<p>SIR50317 Diploma of Retail Merchandise Management</p>	<p>This qualification reflects the role of individuals who undertake retail merchandise management activity to deliver profitable results for a retail organisation. They analyse merchandise performance results and follow an organisational strategy to plan and enhance ongoing merchandise performance.</p> <p>These individuals operate with autonomy, are responsible for their personal outputs, and undertake decision making independently and in consultation with others.</p> <p>Individuals with this qualification are able to perform roles such as buyer, merchandise planner and merchandise manager.</p>
<p>SIR60221 Advanced Diploma of Visual Merchandising</p>	<p>This qualification reflects the role of individuals who use highly specialised technical, creative and conceptual skills in visual merchandising to conceive, negotiate, realise and manage design, display and presentation solutions.</p> <p>Practice at this level is underpinned by the application of visual presentation methodologies, design theory and history, and the ability to critically analyse and synthesise information from a range of sources. Individuals operate independently with an advanced level of communication, organisational and project management skills</p>



2.3 Entry requirements for qualifications

Where Entry Requirements are identified, these are mandatory. Entry Requirements are identified because industry has identified that it is essential that one level of competence and/or experience in industry be achieved prior to entering the next-level qualification.

Entry Requirements:

do not form part of a qualification for training and assessment purposes
must be achieved prior to enrolling in a qualification or being issued a qualification
are specific to the knowledge, skills or experience required to enter a qualification
may be expressed as:

- a qualification
- core Units of Competency of a lower AQF-level qualification
- a significant number of Units of Competency from a lower-level qualification
- specialist Units of Competency from a related stream
- vocational expertise, including typical job roles
- a combination of Units of Competency and vocational expertise.

The Entry Requirements for the qualifications within *SIR Retail Services Training Package V5.0* are listed below.

Qualification	Entry Requirement
SIR10116 Certificate I in Retail Services	There are no entry requirements for this qualification.
SIR20216 Certificate II in Retail Services	There are no entry requirements for this qualification.
SIR30216 Certificate III in Retail	There are no entry requirements for this qualification.
SIR30316 Certificate III in Business to Business Sales	There are no entry requirements for this qualification.
SIR40316 Certificate IV in Retail Management	<p>Entry to this qualification is open to individuals who:</p> <p>have achieved the Certificate III in Retail</p> <p>or</p> <p>have relevant industry employment experience in a job role that has involved the application of skills and knowledge described in core Units of Competency from the SIR30216 Certificate III in Retail.</p> <p>Industry has identified the achievement of a Certificate III in Retail or employment experience working within the retail sector as essential prior to entry into the Certificate IV in Retail Management. Employment experience is to reflect the skills and knowledge described in the core of the SIR30216 Certificate III in Retail, including:</p> <ul style="list-style-type: none"> ● SIRXCEG001 Engage the customer ● SIRXCEG002 Assist with customer difficulties ● SIRXCEG003 Build customer relationships and loyalty ● SIRXCOM002 Work effectively in a team ● SIRXIND001 Work effectively in a service environment ● SIRXRSK001 Identify and respond to security risks ● SIRXSL001 Sell to the retail customer ● SIRXWHS002 Contribute to workplace health and safety.
SIR50116 Diploma of Retail Leadership	<p>Entry to this qualification is open to individuals who:</p> <p>have achieved the Certificate IV in Retail Management</p> <p>or</p>

Qualification	Entry Requirement
	<p>have relevant industry employment experience in a job role that has involved the application of skills and knowledge described in core Units of Competency from the SIR40316 Certificate IV in Retail Management.</p> <p>Industry has identified the achievement of a Certificate IV in Retail Management or employment experience working within the retail sector as essential prior to entry into the Diploma of Retail Management. Employment experience is to reflect the skills and knowledge described in the core of the SIR40316 Certificate IV in Retail Management, including:</p> <ul style="list-style-type: none"> • SIRRRTF002 Monitor retail store financials • SIRXCEG004 Create a customer centric culture • SIRXHRM002 Maintain employee relations • SIRXMGT002 Lead a frontline team • SIRXRSk002 Maintain store security • SIRXSLS003 Achieve sales results • SIRXWHS003 Maintain workplace safety.
SIR50217 Diploma of Visual Merchandising	There are no entry requirements for this qualification.
SIR50317 Diploma of Retail Merchandise Management	<p>Entry to this qualification is open to individuals who:</p> <p>have achieved formal study at the Certificate IV, or higher, level and are currently employed within the retail sector in a function where they have applied knowledge of retail financials, inventory management and retail operations.</p> <p>or</p> <p>have at least two years full time work experience in a retail merchandise management related function where they have applied knowledge of retail financials, inventory management and retail operations.</p> <p>or</p> <p>have at least two years full time work experience in a role where they have applied knowledge of business financials and operations.</p> <p>Industry has identified prior experience working within the retail sector, merchandise management related function or a role where they have applied knowledge of business financials and operations as essential prior to entry into the Diploma of Retail Merchandise Management.</p> <p>Industry has identified this prior experience as essential to ensure individuals are equipped with the requisite knowledge to deal with complex and specialised fields.</p>

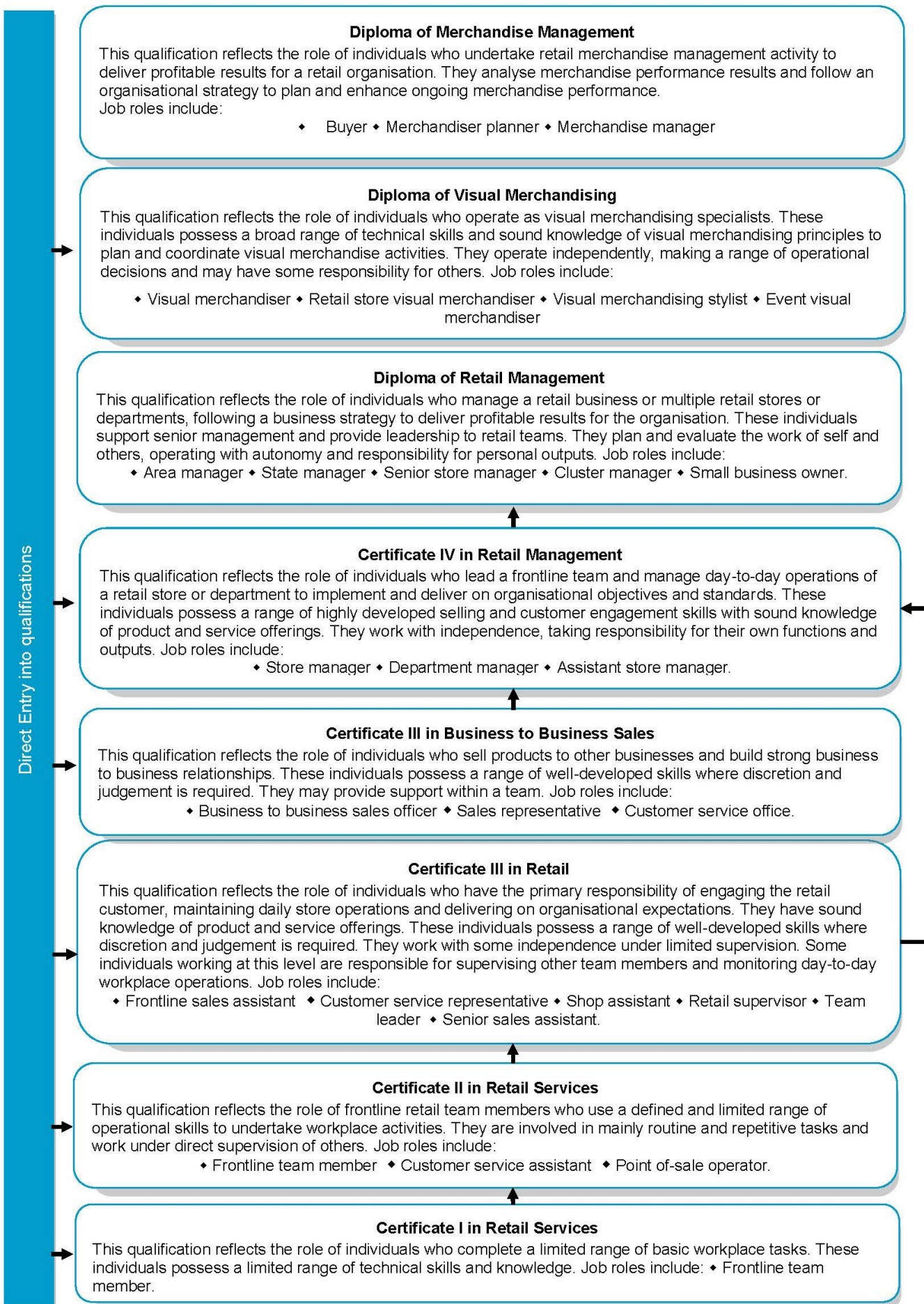
2.4 Pathways into and from SIR Retail Services qualifications

The following pathways chart and tables are provided to show the types of possible pathways into and from qualifications within this Training Package.

2.4.1 Retail

Individuals may enter the Certificate I in Retail Services, Certificate II in Retail Services, Certificate III in Retail, Certificate III in Business to Business Sales and Diploma of Visual Merchandising without prior experience or a lower-level qualification in retail or any other discipline.

The Certificate IV in Retail Management, Diploma of Retail Leadership and Diploma of Retail Merchandise Management require the completion of a lower-level retail qualification or relevant experience as outlined in the entry requirements for these qualifications.



2.4.2 Qualifications suited to VET delivered to secondary students

The following qualifications in the *SIR Retail Services Training Package* have been identified as suitable for delivery to prepare secondary students for work:

SIR10116 Certificate I in Retail Services
SIR20216 Certificate II in Retail Services

It is further noted that the following units are deemed by industry not to be suitable for delivery in schools:

SIRXCOM003 Promote team cohesion
SIRRFSA002 Supervise a food safety program
SIRXMGT001 Supervise and support frontline team members
SIRRMER003 Coordinate visual merchandising activities.

2.4.3 Qualifications suited to Australian Traineeships or Apprenticeships

The following qualifications in the *SIR Retail Services Training Package V5.0* have been identified as suitable for an Australian Apprenticeship pathway:

SIR20216 Certificate II in Retail Services
SIR30216 Certificate III in Retail
SIR40316 Certificate IV in Retail Management.

2.5 Access and equity considerations

Beyond the requirements specified in this training package, an individual's access to training and assessment should not be adversely affected by restrictions placed on location or context. Training and assessment must be bias-free.

The flexibilities offered by the *SIR Retail Services Training Package 4.0* should enhance opportunities and potential outcomes for all people so that everyone can benefit from a wider national skills base and the contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to the common principles of access and equity. For implementation of the *SIR Retail Services Training Package V5.0* it is important that:

learners have access to accurate and current information about qualifications and job outcomes in industry training and assessment is customised to the individual's current employment or employment prospects in their local region including access to elective Units of Competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work for equity in assessment, conditions for training and assessment should not exceed those specified in the Assessment Requirements for each unit of competency learners have access to accurate and current information about their rights during training and assessment, including:

- an efficient and effective complaints and appeals process
- training, assessment and support services that meet individual needs, including reasonable adjustment of assessments.

2.5.1 Reasonable adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with a disability.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with a disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

A provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

It is important that providers understand that the content of the unit cannot be changed as this describes a workplace outcome. For example, the workplace requires an individual to know how to coordinate various visual merchandise displays in **SIRRMER003 Coordinate visual merchandising activities**; this must still be the outcome of the unit despite the implementation of reasonable adjustment.

It does not matter how the person gains and demonstrates that skill and knowledge. In the workplace, it is only important that they satisfy the requirements.

The inherent requirements of the actual workplace performance described by the unit of competency must inform the decision about what adjustment is reasonable. For example, **SIRRINV002 Control Stock** requires individuals to produce stock reports. Consequently, it would not be appropriate to assess competency solely by asking oral questions about what steps need to be taken to maintain the stock; the learner would need to be able to write to produce the stock report.

Information about the Disability Standards for Education is available at education.gov.au/disability-standards-education.

2.6 Foundation skills

The five core Foundation Skills of reading, writing, communication, numeracy and learning have been embedded within the Units of Competency in this Training Package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These are: problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Foundation Skills have been included in each unit of competency in two ways:

1. Relevant skills essential to performance are explicit in the Performance Criteria, written in a way that reflects both the context and the skill level. For example, communication skills have been written explicitly in the Performance Criteria of *SIRXCEG001 Engage the customer* as follows:

1. Engage customers.	<ol style="list-style-type: none"> 1.1. Greet customers in a polite and friendly manner within designated response times and make them a priority over other workplace duties. 1.2. Clearly communicate with customers using appropriate verbal and non-verbal communication. 1.3. Adapt communication style to appropriately communicate with customers from diverse demographic backgrounds.
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2. A summary of those skills essential to performance of a unit of competency that are **not** explicit in the Performance Criteria, is to be found in the Foundation Skills field within the unit of competency, together with a description reflecting the workplace skill. For example, in *SIRXSL002 Follow point-of-sale procedures*, the individual is required to interpret numerical information and perform calculations. However, numeracy skills required are not explicit within the Performance Criteria, and therefore have been summarised in the Foundation Skills Field as follows:

Numeracy skills to:	<ol style="list-style-type: none"> 1.4. interpret numerical information from various sources and calculate accurately with or without the use of a calculator. 1.5. measure or estimate quantities to calculate costs. 1.6. calculate percentage discounts.
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Not every unit of competency will contain every foundation skill or employment skill. Some Units of Competency will contain some but not others, e.g. reading, numeracy and problem solving only. Qualifications contain a range of Units of Competency, and the combination will appropriately cover all foundation skills and employment skills required for the job outcome.

2.7 Health and safety implications for the retail services industries

Workers in the retail and wholesale sectors are exposed to a number of health and safety risks, including:

- robberies
- abusive or aggressive customers
- slips, trips and falls
- falling objects
- use of equipment
- ergonomic factors, including lifting, shifting and moving stock.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

the provision of procedures to manage risks

work health and safety induction and training

involvement of learners in hazard identification and risk assessment practices

close supervision by trainers, assessors, workplace supervisors and managers.

Each qualification in the *SIR Retail Services Training Package V5.0*, with the exception of the Diploma of Retail Merchandise Management, contains a work health and safety unit of competency or coverage within entry requirements, requiring learners to achieve skills and knowledge to participate, implement or manage safe work practices as appropriate to the qualification and job outcome. It is recommended that RTOs integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

The *SIR Retail Services Training Package V5.0* includes the following work health and safety (WHS) Units of Competency:

BSBWOR501 Ensure a safe workplace

- SIRXWHS001 Work safely
- SIRXWHS002 Contribute to workplace health and safety
- SIRXWHS003 Maintain workplace safety.

2.8 Legal considerations for learners in the workplace or on placements

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the *Fair Work Act 2009*, a vocational placement is a working arrangement where all of the following apply:

the worker is not paid a wage

it is a requirement of an Australian-based education or training course

it is authorised under a law or administrative arrangement of the Commonwealth, a state or territory.

A learner in an arrangement that meets all of these criteria is not covered by the Fair Work Act; is not entitled to the minimum wages and other entitlements provided in the National Employment Standards or any applicable modern awards or agreement.

For more information, refer to: <https://www.fairwork.gov.au/pay/unpaid-work>

Learners engaged as trainees, apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under Work health and safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

2.9 Simulation

2.9.1 Simulated environments for assessment

It is industry's view that employable individuals come from training and assessment that actually reflect the workplace. Accordingly, the Assessment Requirements for each *SIR Retail Services Training Package* unit of competency specifies where the assessment must take place, i.e. the physical environment. Because assessment in the workplace is not always possible, some Units of Competency allow assessment to be conducted in a simulated environment. An indicative statement that outlines the permitted assessment environment is as follows:

Skills must be demonstrated in a service industries environment. This can be:

- an industry workplace
- a simulated industry environment.

It is vital that simulated environments for assessment are as realistic as possible. This involves RTOs providing:

- the physical environment specified
- sufficient up-to-date equipment, software and technology
- consumable resources or stock such as diverse, commercial product ranges
- workplace documents such as policies, procedures, prescriptions, product manuals, job specifications and regulatory information
- display and storage locations, shelf facings and signage
- others with whom the individual can interact, such as team members and customers.

2.9.2 Simulated workplace activities for assessment

The sector highly values graduates who are ready to work in their businesses because they have been exposed to industry conditions. It is essential that assessment is conducted under industry-relevant conditions as close to a real work situation as possible. This involves designing assessment activities that allow the individual to:

work with multiple and varied team members and customers

- serve sufficient customer traffic, prioritise tasks and serve customers effectively in a logical sequence
- deal with multiple sales, service or operational tasks simultaneously
- deal with multiple and varied problems and prioritise competing tasks in given timeframes
- cope with interruptions to work typical of the workplace
- work with commercially realistic speed, timing and productivity to complete the tasks required by the unit of competency
- integrate multiple competencies which an individual would naturally complete simultaneously as part of their job function.

Sometimes assessment may be conducted in the workplace environment but cannot happen on-the-job as part of the normal operation of the business. Workplace activities can be set for the purpose of assessment.

2.9.3 Integrated (holistic) assessment

Holistic assessment brings together a number of related Units of Competency relevant to the workplace and job role that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of Units of Competency together. Industry sees this realistic approach as essential for both delivery and assessment.

Related Units of Competency can be grouped together in a number of combinations for a logical integrated assessment. Any Units of Competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The combination must be identified by the assessor to support the needs of industry, businesses and job functions.

2.10 Assessor requirements

Industry values assessors who maintain currency in training and education skills and the relevant vocational skills. Currency of vocational competence is crucial to the success of assessment outcomes for the Retail Services industry. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational practice and knowledge of what workplace equipment is currently used so that assessments reflect up-to-date workplace practice.

Requirements specific to individual Units of Competency are outlined in the related Assessment Requirements within the Assessment Conditions field. Where identified by industry, requirements in addition to those outlined within the *Standards for Registered Training Organisations 2015* have been prescribed.

In these instances industry has deemed it essential that assessors demonstrate a nominated length of time working in industry. Industry values time working in industry that provides an individual with the requisite knowledge, background and understanding of how skills are applied in an industry context. Industry has carefully considered the inclusion of additional assessor requirements and deemed it essential that assessors have had a nominated time working in industry in order to assess a number of training package products included within the SIR Retail Services Training Package 3.0.

2.10.1 Resources and equipment for assessment

The assessment requirements for each unit of competency specify the equipment and other resources which must be provided by the RTO for assessment. This information is found in the Assessment Conditions field which specifies:

- if relevant, other people who must be present during assessment, e.g. a group of participants whom the individual instructs during group exercise classes
- any equipment, including rescue equipment, that must be provided for assessment, e.g. specific sport and exercise equipment, and pool rescue equipment
- any workplace documentation that must be provided, e.g. exercise program and session plans, template safety checklists, equipment fault and incident reports.
- Again, requirements are tailored to each unit of competency.

2.11 Volume of learning

Qualifications in a training package must comply with Standard 8 of the *Standards for Training Packages*. This Standard requires qualifications to comply with the AQF specification for that qualification type. Volume of learning is a mandated component of the AQF qualification specifications.

The volume of learning includes more than 'delivery' and is therefore different to 'nominal hours'. Volume of Learning identifies the notional duration of all activities required for the achievement of the learning outcomes specified for a particular AQF qualification type, expressed in equivalent full-time years. The volume of learning allocated to a qualification should include all teaching, learning and assessment activities that are required to be undertaken by a typical student to achieve the learning outcomes. These activities may include some or all of the following:

- guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides)
- individual study
- research
- learning activities in the workplace
- assessment activities.

3.0 Links

3.1 General

Australian Industry and Skills Committee (AISC)

aisc.net.au/

Australian Skills Quality Authority (ASQA)

asqa.gov.au/

Australian Qualifications Framework

aqf.edu.au/

Victorian Registration and Qualifications Authority (VRQA)

vrqa.vic.gov.au/Pages/default.aspx

Training Accreditation Council of Western Australia (TAC WA)

tac.wa.gov.au/

Department of Education, Skills and Employment

<http://www.dese.gov.au>

Disability Standards for Education (2005)

education.gov.au/disability-standards-education-2005

Disability Standards for Education 2005 Guidance Notes

docs.education.gov.au/node/16352.

3.2 State and Territory Training Authorities

Australian Capital Territory skills.act.gov.au/	South Australia tasc.sa.gov.au/
New South Wales training.nsw.gov.au/	Tasmania skills.tas.gov.au/
Northern Territory nt.gov.au/learning	Victoria education.vic.gov.au/
Queensland desbt.qld.gov.au/	Western Australia https://www.stb.wa.gov.au/

Appendix 1: Units of Competency and Assessment Requirements explained

Each Unit of Competency follows this format:

UNIT CODE	<p>Units are coded in sequence from 001 onwards. For example, SIRWSLS001 Process product and service data is coded to identify:</p> <p>SI = Service Industries R= Training Package identifier (Retail Services) W = Sector (Wholesale)</p> <p>Codes no longer contain an AQF indicator which previously identified where a unit of competency was first packaged in a qualification.</p> <p>Units do not have an AQF level; qualifications do. Inclusion caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some believed, for example, that a unit of competency with an AQF indicator 3 or 4 should not or cannot be packaged in a Diploma qualification.</p> <p>Users should:</p> <p>read the unit of competency in its entirety to determine the complexity of skills and knowledge covered read the Application statement which describes to whom the unit applies refer to the table in this Companion Volume Implementation Guide to check where Units of Competency first appear in a qualification.</p>
UNIT TITLE	<p>Titles tell the user at a glance what the unit is about and describe the skill succinctly in workplace language.</p> <p>Changes include:</p> <p>Title updated to reflect additional content of unit e.g. SIRXHRM002A Recruit and select personnel updated to SIRXHRM001 Recruit, select and induct team members Title updated to better reflect intent of unit, e.g. SIRXINV001 Perform stock control procedures updated to SIRRINV001 Receive and handle retail stock Title simplified, e.g. SIRXCCS408 Build retail relationships and sustain customer loyalty updated to SIRXCEG003 Build customer relationships and loyalty Title updated for consistency with other units e.g. SIRXRPK001A Recommend health and nutritional products and services updated to SIRXRPK003 Advise on health and nutritional products and services.</p>
APPLICATION	<p>This statement introduces the unit of competency, assists users to understand its complexity and includes this information:</p> <p>a brief description of unit content types of businesses and/or industries to which the unit applies who performs the function described by the unit and at what level of workplace responsibility typical job titles to clarify the unit's applicability to different jobs the unit's relationship to any specific occupational licensing, certification or laws. Where none exists this is stated.</p>
PREREQUISITE UNIT	<p>A prerequisite is a unit of competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given unit of competency without first gaining essential knowledge and skills from other unit(s) of competency.</p>

	Where there is a prerequisite unit, the code and title are shown. Where none exist, the entry is shown as 'Nil'.
COMPETENCY FIELD	Units of Competency are categorised into the following fields: CEG – Customer Engagement CHA – Change Management COM – Communication and Teamwork DLV – Delivery ECM – Ecommerce FIN – Finance FSA – Food Safety HRM – Human Resource Management HWB – Health and Well being IND – Working in Industry INV – Inventory MER – Merchandising MRM – Merchandise Management MGT – Management and Leadership MKT – Marketing PRK – Product Knowledge RSK – Risk Management RTF – Retail Financials SLS – Sales STR – Strategy STY – Styling TAD – Training and Development WHS – Work Health and Safety.
UNIT SECTOR	Units are categorised as: Cross-Sector (X) Retail (R) Wholesale (W)
ELEMENTS	PERFORMANCE CRITERIA
Element language has been streamlined. Some reworded for clarity.	Language has been streamlined. Some Performance Criteria have been reworded in more explicit terms, including: Critical aspects for assessment statements are no longer part of a unit of competency. These included some explicit words to describe performance and some have been moved into Performance Criteria. Range statements have been removed completely.
FOUNDATION SKILLS	
<p>This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. This field now lists these skills:</p> <p>reading writing oral communication numeracy learning problem-solving initiative and enterprise teamwork planning and organising self-management technology.</p> <p>Some units of competency contain some foundation skills but not others, e.g. reading, numeracy and problem solving but not teamwork. This field provides a summary statement on those foundation skills that are embedded in Performance Criteria. They explain what the person is doing with the foundation skill in the</p>	

<p>context of the unit of competency and job role and provide guidance on the level of foundation skills. For example, <i>numeracy skills to interpret numerical information from various sources and calculate accurately with or without the use of a calculator.</i></p>	
<p>RANGE OF CONDITIONS</p> <p>This is an optional field in new style units of competency. If used, the Range of Conditions can no longer provide long explanatory lists of things that might apply. It is not used in the way that Range Statements were previously.</p> <p>Anything identified is mandatory for performance in a job and, therefore, must be assessed.</p> <p>Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.</p> <p>No special environmental or operating conditions apply and no Range of Conditions statements are included in any units of competency.</p>	
<p>UNIT MAPPING INFORMATION</p>	<p>Specifies code and title of any equivalent unit of competency from SIR07.</p> <p>Does not include detailed information about changes to a unit of competency. Full details are provided in a mapping table of units of competency in this Companion Volume Implementation Guide.</p>
<p>LINKS</p>	<p>This provides a hyperlink to the Companion Volume Implementation Guide.</p>

TITLE	Assessment Requirements for [Unit of Competency Code and Title]
PERFORMANCE EVIDENCE	<p>These statements replace but are not the same as Critical Aspects statements. Performance Evidence specifies the:</p> <ul style="list-style-type: none"> required product and process evidence frequency and/or volume of product or process evidence. <p>In other words, what does a person have to do to:</p> <ul style="list-style-type: none"> prove that they can competently perform the specified work task? prove they have all the knowledge to effectively perform the work task? cover all performance criteria and foundation skills? <p>This section uses sufficiency and consistency as a guiding principle for reliable assessment. There must be enough Performance Evidence to prove that an individual is truly competent in the unit of competency and consistently demonstrates the outcomes.</p> <p>Statements articulate sufficiency of evidence and ability to respond to different situations and requirements. They stipulate a requirement to, for example:</p> <ul style="list-style-type: none"> identify and respond to various types of hazards and/or emergency situations maintain various types of facilities and/or equipment use a diverse range of equipment deal with a range of client needs develop and sell a range of specified programs. <p>To meet the volume of specified Performance Evidence required, sufficient evidence of consistent performance would be gathered:</p> <ul style="list-style-type: none"> using multiple assessments over a period of time. <p>Volume and type of Performance Evidence is explicitly expressed in this section. Statements are now very specific and outline stringent Assessment Requirements.</p>
KNOWLEDGE EVIDENCE	<p>Specifies what the individual must know in order to effectively perform the work task described in the unit of competency. For some units, knowledge was formerly very broadly expressed. New Units of Competency better identify breadth and depth required.</p> <p>Much of the content has not changed. Content of some lost fields has been relocated here:</p> <ul style="list-style-type: none"> Some content previously in Required Skills moved for a better fit Some “must” statements previously in Range Statement have been moved.
ASSESSMENT CONDITIONS	<p>This field stipulates mandatory conditions for assessment. It lists all the things that an RTO must provide. It specifies:</p> <ul style="list-style-type: none"> where the assessment must take place, the physical environment and indicates whether a simulated environment is allowed what equipment must be provided for assessment what types of consumable resources or stock must be provided for assessment what workplace documentation must be provided if relevant, other people who must be present during assessment, e.g. customers any essential time constraints, e.g. a requirement for RTOs to design assessment activities that allow the individual to work with commercial speed, timing and productivity to provide information and advice to customers within acceptable industry and organisational timeframes the competency requirements for assessors, including requirements for industry experience (vocational competency) and currency of knowledge. <p>These statements are now very specific and are tailored to each unit of competency.</p>
LINKS	<p>This provides a hyperlink to the Companion Volume Implementation Guide.</p>

Appendix 2: Packaging of units in the *SIR Retail Services Training Package*

Units of Competency do not have an AQF level; qualifications do. To understand the complexity of the unit of competency and to choose appropriate Units of Competency for electives, users should:

read the unit of competency in its entirety to ascertain the complexity of skills and knowledge covered

read the Application Statement which describes to whom the unit of competency applies

refer to the following table which indicates where Units of Competency are packaged in a qualification in the *SIR Retail Services Training Package*.

Unit Code	Unit Description	Cert I	Cert II	Cert III	Cert IV	Diploma	Advanced Diploma
Cross-Sector (X)							
Change Management (CHA)							
SIRXCHA001	Facilitate the change process				✓		
SIRXCHA002	Lead the change process					✓	
Communication and Teamwork (COM)							
SIRXCOM001	Communicate in the workplace to support team and customer outcomes		✓				
SIRXCOM002	Work effectively in a team			✓			
SIRXCOM003	Promote team cohesion			✓			
Customer Engagement (CEG)							
SIRXCEG001	Engage the customer		✓	✓			
SIRXCEG002	Assist with customer difficulties			✓			
SIRXCEG003	Build customer relationships and loyalty			✓	✓		
SIRXCEG004	Create a customer-centric culture				✓		
SIRXCEG005	Maintain business to business relationships			✓			
SIRXCEG006	Provide online customer service			✓			
SIRXCEG007	Develop online customer service standards					✓	

Unit Code	Unit Description	Cert I	Cert II	Cert III	Cert IV	Diploma	Advanced Diploma
SIRXCEG008	Manage disrespectful, aggressive or abusive customers		✓	✓	✓		
SIRXCEG009	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour				✓	✓	
Delivery (DLV)							
SIRXDLV001	Deliver food products			✓			
E-commerce (ECM)							
SIRXECM001	Monitor and interpret online data analytics				✓		
SIRXECM002	Prepare digital content				✓	✓	
SIRXECM003	Design an ecommerce site					✓	
Health and Wellbeing (HWB)							
SIRXHWB001	Maintain personal health and wellbeing			✓			
SIRXHWB002	Promote workplace health and wellbeing				✓		
Human Resource Management (HRM)							
SIRXHRM001	Recruit, select and induct team members				✓		
SIRXHRM002	Maintain employee relations				✓		
Management and Leadership (MGT)							
SIRXMGT001	Supervise and support frontline team members			✓			
SIRXMGT002	Lead a frontline team				✓		
SIRXMGT003	Provide leadership to others					✓	
SIRXMGT004	Plan and manage retail projects					✓	
SIRXMGT005	Lead the development of business opportunities					✓	

Unit Code	Unit Description	Cert I	Cert II	Cert III	Cert IV	Diploma	Advanced Diploma
Marketing (MKT)							
SIRXMKT001	Support marketing and promotional activities			✓			
SIRXMKT002	Use social media to engage customers				✓		
SIRXMKT003	Manage promotional activities				✓	✓	
SIRXMKT004	Undertake digital marketing activities					✓	
SIRXMKT005	Develop a marketing strategy					✓	
SIRXMKT006	Develop a social media strategy					✓	✓
SIRXMKT007	Develop a digital marketing plan					✓	
Online and Social Media (OSM)							
SIRXOSM001	Identify and review social media and online platforms for organisational use		✓				
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms			✓			
SIRXOSM003	Use social media and online tools			✓			
SIRXOSM004	Analyse performance of social media and online business tools				✓		✓
SIRXOSM005	Develop a basic website for customer engagement				✓		
SIRXOSM006	Develop and manage social media and online strategies					✓	
SIRXOSM007	Manage risk to organisational reputation in an online setting					✓	
Product Knowledge (PDK)							
SIRXPDK001	Advise on products and services		✓				
SIRXPDK002	Advise on food products and services		✓	✓			
SIRXPDK003	Advise on health and nutritional products and services			✓			

Unit Code	Unit Description	Cert I	Cert II	Cert III	Cert IV	Diploma	Advanced Diploma
Risk Management and Security (RSK)							
SIRXRSK001	Identify and respond to security risks		✓	✓			
SIRXRSK002	Maintain store security				✓		
SIRXRSK003	Manage risk in the retail environment					✓	
Sales (SLS)							
SIRXSLS001	Sell to the retail customer			✓			
SIRXSLS002	Follow point-of-sale procedures		✓				
SIRXSLS003	Achieve sales results				✓		
SIRXSLS004	Drive sales results					✓	
Strategy (STR)							
SIRXSTR001	Develop an ecommerce strategy	N/A	N/A	N/A	N/A	N/A	N/A
Training and Development (TAD)							
SIRXTAD001	Train others in frontline tasks			✓			
SIRXTAD002	Develop the retail frontline				✓		
SIRXTAD003	Coach others for success					✓	
Work Health and Safety (WHS)							
SIRXWHS001	Work safely	✓					
SIRXWHS002	Contribute to workplace health and safety		✓	✓		✓	
SIRXWHS003	Maintain workplace safety				✓	✓	

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Working in industry (IND)							
SIRXIND001	Work effectively in a service environment	✓	✓	✓			
SIRXIND002	Organise and maintain the store environment		✓	✓			
SIRXIND003	Organise personal work requirements	✓	✓	✓			
SIRXIND004	Plan a career in the retail industry	✓	✓				
SIRXIND005	Develop personal productivity			✓	✓		
SIRXIND006	Review retail business fundamentals				✓	✓	✓
Retail (R)							
Food Safety (FSA)							
SIRRFSA001	Handle food safely in a retail environment		✓	✓	✓		
SIRRFSA002	Supervise a food safety program			✓	✓		
Inventory (INV)							
SIRRINV001	Receive and handle stock		✓	✓			
SIRRINV002	Control stock			✓	✓		
Merchandising (MER)							
SIRRMER001	Produce visual merchandise displays		✓	✓			
SIRRMER002	Merchandise food products		✓	✓			
SIRRMER003	Coordinate visual merchandising activities			✓	✓		
SIRRMER004	Develop visual merchandising creative concepts					✓	

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SIRRMER005	Implement visual merchandising concepts					✓	
SIRRMER006	Achieve visual merchandising targets					✓	
SIRRMER007	Design and install visual merchandising displays					✓	
SIRRMER008	Plan and style merchandise photo shoots					✓	
SIRRMER009	Plan and organise display lighting					✓	
SIRRMER010	Style using visual merchandising aids					✓	
SIRRMER011	Design and install merchandise signage					✓	
SIRRMER012	Develop retail space and product management plans					✓	
SIRRMER013	Develop visual merchandising guidelines					✓	
SIRRMER021	Design and construct visual merchandising display element						✓
SIRRMER022	Develop and implement creative photographic styling solution						✓
SIRRMER023	Develop a visual merchandising brand strategy						✓
SIRRMER024	Create in-store customer brand experience						✓
SIRRMER025	Explore professional practice in visual merchandising career pathways						✓
Merchandise Management (MRM)							
SIRRMRM001	Plan merchandise buying strategy					✓	
SIRRMRM002	Develop a merchandise strategy					✓	
SIRRMRM003	Conduct a post-trade analysis					✓	
SIRRMRM004	Develop a merchandise financial plan					✓	
SIRRMRM005	Develop a category financial plan					✓	
SIRRMRM006	Plan a merchandise product range					✓	

Unit Code	Unit Description	Cert I	Cert II	Cert III	Cert IV	Diploma	Advanced Diploma
SIRMRM007	Negotiate and establish supply arrangements					✓	
SIRMRM008	Develop a merchandise promotional plan					✓	
SIRMRM009	Plan merchandise buying trips					✓	
SIRMRM010	Plan product development					✓	
SIRMRM011	Manage merchandise quality and compliance					✓	
Retail Financials (RTF)							
SIRRRTF001	Balance and secure point-of-sale terminal			✓			
SIRRRTF002	Monitor retail store financials				✓		
SIRRRTF003	Drive retail profitability					✓	
Strategy (STR)							
SIRRSTR001	Undertake strategic planning in retail					✓	
Styling (STY)							
SIRRSTY001	Style the retail customer			✓			
WHOLESALE (W)							
Sales (SLS)							
SIRWSLS001	Process product and service data			✓			
SIRWSLS002	Analyse and achieve sales targets			✓			
SIRWSLS003	Build sales of branded products			✓			
SIRWSLS004	Optimise customer and territory coverage			✓			