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SIR Retail Services Training Package

Companion Volume Implementation Guide

Retail Training Package Products

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 by accessing information from training.gov.au.

Version	Release Date	Comments
6.0	29 April 2021	<p>Sixth release of the SIR Retail Services Training Package</p> <p>Inclusion of:</p> <ul style="list-style-type: none"> One new Unit of Competency and associated Assessment Requirements: <ul style="list-style-type: none"> SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour 3 new Skill Sets in Retail 1 updated Skill Set in Retail New release of the following qualifications, with the new Unit of Competency and pre-requisite packaged in the electives: <ul style="list-style-type: none"> SIR40116 Certificate IV in Community Pharmacy SIR40316 Certificate IV in Retail Management SIR50116 Diploma of Retail Leadership.
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 SIRXSLS005 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> <ul style="list-style-type: none"> One new Unit of Competency and associated Assessment Requirements: <ul style="list-style-type: none"> SIRXCEG008 Manage disrespectful, aggressive or abusive customers 10 new Skill Sets in Retail and Community Pharmacy New release of the following qualifications, with the new Unit of Competency packaged in the electives: <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.
4.0	13 September 2019	<p>Fourth release of the SIR Retail Services Training Package.</p> <p>Inclusion of:</p>

		<ul style="list-style-type: none"> Seven new Units of Competency and associated Assessment Requirements for Online & Social Media: <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. 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: <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> <ul style="list-style-type: none"> Two qualifications: <ul style="list-style-type: none"> SIR50217 Diploma of Retail Merchandise Management SIR50317 Diploma of Visual Merchandising Three new Skills Sets Thirty new and revised Units of Competency and associated Assessment Requirements.
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 V6.0*. 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 of companion volumes

Companion Volumes developed by SkillsIQ follow a quality assurance process throughout development to ensure availability at the time of endorsement of the training package and that the Implementation Guide complies with the Companion Volume Implementation Guide template. The steps in this process are as follows:

Consultation

1. Stakeholders provide advice on content throughout the consultation phase

Development

2. Draft Companion Volume(s) prepared
3. Format and copy edit first draft
4. Draft 2 Companion Volume(s) prepared
5. Cross check Companion Volume(s) with draft Training Package components for endorsement

Quality Assurance

6. Copy edit and proof read
7. Companion Volume Implementation Guide made available for external quality assurance
8. Quality assurance review

Sign off

9. Sign off by Industry Reference Committee
10. Desktop publish and upload to website.

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 V6.0*. 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 V5.0 are listed in Table 1.

Table 1: Retail qualifications in the SIR Retail Services Training Package V6.0

Qualification Code	Qualification 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

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 V6.0 contains twenty skill sets.

Table 2: Retail skill sets in the SIR Retail Services Training Package V6.0

Skill Set Code	Skill Set 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 V6.0

Unit Code	Unit Title	Prerequisites
CROSS-SECTOR (X)		
Change Management (CHA)		
SIRXCHA001	Facilitate the change process	Nil
SIRXCHA002	Lead the change process	Nil
Communication and Teamwork (COM)		
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	Nil
SIRXCOM002	Work effectively in a team	Nil
SIRXCOM003	Promote team cohesion	Nil
Customer Engagement (CEG)		
SIRXCEG001	Engage the customer	Nil
SIRXCEG002	Assist with customer difficulties	Nil
SIRXCEG003	Build customer relationships and loyalty	Nil
SIRXCEG004	Create a customer-centric culture	Nil
SIRXCEG005	Maintain business to business relationships	Nil
SIRXCEG006	Provide online customer service	Nil
SIRXCEG007	Develop online customer service standards	Nil
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Nil
SIRXCEG009	Manage workplace responses to disrespectful aggressive or abusive customer behaviour	SIRXCEG008 Manage disrespectful, aggressive or abusive customers
Delivery (DLV)		
SIRXDLV001	Deliver food products	Nil
Ecommerce (ECM)		
SIRXECM001	Monitor and interpret online data analytics	Nil
SIRXECM002	Prepare digital content	Nil
SIRXECM003	Design an ecommerce site	Nil
Health and Wellbeing (HWB)		
SIRXHWB001	Maintain personal health and wellbeing	Nil
SIRXHWB002	Promote workplace health and wellbeing	Nil
Human Resource Management (HRM)		
SIRXHRM001	Recruit, select and induct team members	Nil
SIRXHRM002	Maintain employee relations	Nil
Management and Leadership (MGT)		

Unit Code	Unit Title	Prerequisites
SIRXMGT001	Supervise and support frontline team members	Nil
SIRXMGT002	Lead a frontline team	Nil
SIRXMGT003	Provide leadership to others	Nil
SIRXMGT004	Plan and manage retail projects	Nil
SIRXMGT005	Lead the development of business opportunities	Nil
Marketing (MKT)		
SIRXMKT001	Support marketing and promotional activities	Nil
SIRXMKT002	Use social media to engage customers	Nil
SIRXMKT003	Manage promotional activities	Nil
SIRXMKT005	Develop a marketing strategy	Nil
SIRXMKT006	Develop a social media strategy	Nil
SIRXMKT007	Develop a digital marketing plan	Nil
Online and Social Media (OSM)		
SIRXOSM001	Identify and review social media and online platforms for organisational use	Nil
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	Nil
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	Nil
SIRXOSM005	Develop a basic website for customer engagement	Nil
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	Nil
Product Knowledge (PDK)		
SIRXPDK001	Advise on products and services	Nil
SIRXPDK002	Advise on food products and services	Nil
SIRXPDK003	Advise on health and nutritional products and services	Nil
Risk Management and Security (RSK)		
SIRXRSK001	Identify and respond to security risks	Nil
SIRXRSK002	Maintain store security	Nil
SIRXRSK003	Manage risk in the retail environment	Nil

Unit Code	Unit Title	Prerequisites
Sales (SLS)		
SIRXSLS001	Sell to the retail customer	Nil
SIRXSLS002	Follow point-of-sale procedures	Nil
SIRXSLS003	Achieve sales results	Nil
SIRXSLS004	Drive sales results	Nil
Strategy (STR)		
SIRXSTR001	Develop an ecommerce strategy	Nil
Training and Development (TAD)		
SIRXTAD001	Train others in frontline tasks	Nil
SIRXTAD002	Develop the retail frontline	Nil
SIRXTAD003	Coach others for success	Nil
Work Health and Safety (WHS)		
SIRXWHS001	Work safely	Nil
SIRXWHS002	Contribute to workplace health and safety	Nil
SIRXWHS003	Maintain workplace safety	SIRXWHS002 Contribute to workplace health and safety
Working in Industry (IND)		
SIRXIND001	Work effectively in a service environment	Nil
SIRXIND002	Organise and maintain the store environment	Nil
SIRXIND003	Organise personal work requirements	Nil
SIRXIND004	Plan a career in the retail industry	Nil
SIRXIND005	Develop personal productivity	Nil
SIRXIND006	Review retail business fundamentals	Nil
RETAIL (R)		
Food Safety (FSA)		
SIRRFSA001	Handle food safely in a retail environment	Nil
SIRRFSA002	Supervise a food safety program	SIRRFSA001 Handle food safely in a retail environment
Inventory (INV)		
SIRRINV001	Receive and handle retail stock	Nil
SIRRINV002	Control Stock	Nil
Merchandising (MER)		
SIRRMER001	Produce visual merchandise displays	Nil
SIRRMER002	Merchandise food products	Nil

Unit Code	Unit Title	Prerequisites
SIRRMER003	Coordinate visual merchandising activities	Nil
SIRRMER004	Develop visual merchandising creative concepts	Nil
SIRRMER005	Implement visual merchandising concepts	Nil
SIRRMER006	Achieve visual merchandising targets	Nil
SIRRMER007	Design and install visual merchandising displays	Nil
SIRRMER008	Plan and style merchandise photo shoots	Nil
SIRRMER009	Plan and organise display lighting	Nil
SIRRMER010	Style using visual merchandising aids	Nil
SIRRMER011	Design and install merchandise signage	Nil
SIRRMER012	Develop retail space and product management plans	Nil
SIRRMER013	Develop visual merchandising guidelines	Nil
Merchandise Management (MRM)		
SIRRMRM001	Plan merchandise buying strategy	Nil
SIRRMRM002	Develop a merchandise strategy	Nil
SIRRMRM003	Conduct a post-trade analysis	Nil
SIRRMRM004	Develop a merchandise financial plan	Nil
SIRRMRM005	Develop a category financial plan	Nil
SIRRMRM006	Plan a merchandise product range	Nil
SIRRMRM007	Negotiate and establish supply arrangements	Nil
SIRRMRM008	Develop a merchandise promotional plan	Nil
SIRRMRM009	Plan merchandise buying trips	Nil
SIRRMRM010	Plan product development	Nil
SIRRMRM011	Manage merchandise quality and compliance	Nil
Retail Financials (RTF)		
SIRRRTF001	Balance and secure point-of-sale terminal	Nil
SIRRRTF002	Monitor retail store financials	Nil
SIRRRTF003	Drive retail profitability	Nil
Strategy (STR)		
SIRRSTR001	Undertake strategic planning in retail	Nil
Styling (STY)		

Unit Code	Unit Title	Prerequisites
SIRRSTY001	Style the customer	Nil
WHOLESALE (W)		
Sales (SLS)		
SIRWSLS001	Process product and service data	Nil
SIRWSLS002	Analyse and achieve sales targets	Nil
SIRWSLS003	Build sales of branded products	Nil
SIRWSLS004	Optimise customer and territory coverage	Nil

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 V6.0

Unit Code	Unit Title	Prerequisite(s)
BSB Business Services Training Package		
BSBCUE301	Use multiple information systems	Nil
BSBCUS401	Coordinate implementation of customer service strategies	Nil
BSBCUE304	Provide sales solutions to customers	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
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
BSBLED501	Develop a workplace learning environment	Nil
BSBLDR501	Develop and use emotional intelligence	Nil
BSBLDR502	Lead and manage effective workplace relationships	Nil
BSBLDR503	Communicate with influence	Nil
BSBMGT402	Implement operational plan	Nil
BSBMKG401	Profile the market	Nil
BSBSMB406	Manage small business finances	Nil
BSBWOR204	Use business technology	Nil
BSBWOR501	Manage personal work priorities and professional development	Nil
BSBWHS501	Ensure a safe workplace	Nil
CHC Community Services Training Package		
CHCDIV001	Work with diverse people	Nil
CUA Creative Arts and Culture Training Package		
CUAACD301	Produce drawings to communicate ideas	Nil
CUAACD302	Produce computer-aided drawings	Nil

Unit Code	Unit Title	Prerequisite(s)
CUADIG304	Create visual design components	Nil
CUADRA301	Produce drawings	Nil
FSK Foundation Skills Training Package		
FSKDIG02	Use digital technology for simple workplace tasks	Nil
FSKLRG09	Use strategies to respond to routine workplace problems	Nil
SIT Tourism, Travel and Hospitality Training Package		
SITHFAB002	Provide responsible service of alcohol	Nil
SITXHRM002	Roster staff	Nil

1.5 Qualification mapping

Table 5: Qualification mapping for the SIR Retail Services Training Package V6.0

Qualification Mapping						
SIR07 V3.0	SIR V2.0	SIR V3.0	SIR V5.0	SIR V5.1	SIR V6.0	Comment in relation to previous version E = Equivalent N = Not Equivalent
					SIR40116 Certificate IV in Community Pharmacy	<ul style="list-style-type: none"> E Addition of one elective unit SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour
					SIR40316 Certificate IV in Retail Management	<ul style="list-style-type: none"> E Addition of one elective unit SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour
					SIR50116 Diploma of Retail Leadership	<ul style="list-style-type: none"> 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

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				SIR30316 Certificate III in Business to Business Sales	<i>No change in this release</i>	<ul style="list-style-type: none"> E Removal of elective unit SIRWFIN001Complete debtor processes
				SIR50116 Diploma of Retail Leadership		<ul style="list-style-type: none"> E Removal of elective two units SIRXMKT004Undertake digital marketing activities and SIRXSLS005Plan 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>	<ul style="list-style-type: none"> 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			<ul style="list-style-type: none"> 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>	<ul style="list-style-type: none"> N Number of units for completion reduced from 14 to 11 units; core reduced by 2 units; electives reduced by 1 unit. 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>	<ul style="list-style-type: none"> 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>	<ul style="list-style-type: none"> N Number of units for completion remains as 10, 5 core and 5 electives

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		<i>No change in this release</i>				<ul style="list-style-type: none"> • 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>		<ul style="list-style-type: none"> • 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.
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>			<ul style="list-style-type: none"> • 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			<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> • 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.

Table 6: Unit of competency mapping for the SIR Retail Services Training Package SIR07 V3.0 to SIR V5.0

Note: Units denoted * were included in the SIR Retail Services Training Package V5.0. All other units were included in the V3.0 and V4.0 release of the SIR Retail Services Training Package. No change to units released in V3.0 or V4.0 has occurred in the V5.0 release.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
CROSS-SECTOR (X)		
Administration (ADM)		
SIRXADM001A Apply retail office procedures	N/A	<ul style="list-style-type: none"> Deleted.
SIRXADM002A Coordinate retail office	N/A	<ul style="list-style-type: none"> Deleted.
Cleaning and Maintenance (CLM)		
SIRXCLM101 Organise and maintain work areas	SIRXIND002 Organise and maintain the store environment	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
Client and Customer Service (CCS)		
SIRXCCS201 Apply point-of-sale handling procedures	SIRXSLS002 Follow point-of-sale procedures	<ul style="list-style-type: none"> 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.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXCCS202 Interact with customers	SIRXCEG001 Engage the customer	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deleted.
SIRXCCS304 Coordinate interaction with customers	SIRXCEG004 Create a customer-centric culture	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • N • Unit updated to meet Standards for Training Packages • Competency Field changed to Customer Engagement (CEG) • 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	<ul style="list-style-type: none"> • Deleted.
SIRXCCS407 Develop business to business relationships	N/A	<ul style="list-style-type: none"> • Deleted.
SIRXCCS408 Build retail relationships and sustain customer loyalty	SIRXCEG003 Build customer relationships and loyalty	<ul style="list-style-type: none"> • N • Unit updated to meet Standards for Training Packages • Updated title • Competency Field changed to Customer Engagement (CEG)

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
Change Management (CHA)		
	SIRXCHA001 Facilitate the change process	<ul style="list-style-type: none"> New unit.
Communication (COM)		
SIRXCOM101 Communicate in the workplace to support team and customer outcomes	SIRXCOM001 Communicate in the workplace to support team and customer outcomes	<ul style="list-style-type: none"> N Unit updated to meet Standards for Training Packages Competency Field changed to Communication and Teamwork (COM) 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
	SIRXCOM003 Promote team cohesion	<ul style="list-style-type: none"> New unit.
Computer Operations and ICT Management (ICT)		
SIRXICT001A Operate retail technology	N/A	<ul style="list-style-type: none"> Deleted.
SIRXICT002A Use computers as part of business and ecommerce processes	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXICT303 Operate retail information technology systems	N/A	<ul style="list-style-type: none"> Deleted.
SIRXICT404 Adopt mobile commerce applications to improve sales and service	N/A	<ul style="list-style-type: none"> Deleted.
Customer Engagement (CEG)		
	SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour	<ul style="list-style-type: none"> New unit.
	SIRWFIN001 Complete debtor processes	<ul style="list-style-type: none"> Deleted from SIR Training package in response to Skills Reform Ministerial Statement - 9 October 2020, to remove unused training components.
	SIRXCEG002 Assist with customer difficulties	<ul style="list-style-type: none"> New unit.
	SIRXCEG006 Provide online customer service	<ul style="list-style-type: none"> New unit.
	SIRXCEG007 Develop online customer service standards	<ul style="list-style-type: none"> New unit.
	SIRXCEG008 Manage disrespectful, aggressive or abusive customers*	<ul style="list-style-type: none"> New unit
Delivery (DLV)		
	SIRXDLV001 Deliver food products	<ul style="list-style-type: none"> New unit.
E-Business (EBS)		
SIRXEBS001A Acquire and retain online customers	N/A	<ul style="list-style-type: none"> Deleted.
SIRXEBS002A Manage retail brands online	N/A	<ul style="list-style-type: none"> Deleted.
SIRXEBS003A Manage and promote business to business ecommerce solutions	N/A	<ul style="list-style-type: none"> Deleted.
SIRXEBS004A Select an e-business model	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
Ecommerce (ECM)		
N/A	SIRXECM001 Monitor and interpret online data analytics	<ul style="list-style-type: none"> New unit.
N/A	SIRXECM002 Prepare digital content	<ul style="list-style-type: none"> New unit.
N/A	SIRXECM003 Design an ecommerce site	<ul style="list-style-type: none"> New unit.
Finance (FIN)		
SIRXFIN201 Balance and secure point-of-sale terminal	SIRRRTF001 Balance and secure point-of-sale terminal	<ul style="list-style-type: none"> 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.
SIRXFIN002A Perform retail finance duties	N/A	<ul style="list-style-type: none"> Deleted.
SIRXFIN003A Produce financial reports	N/A	<ul style="list-style-type: none"> Deleted.
SIRXFIN004A Manage financial resources	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRRRTF002 Manage retail store financials.
SIRXFIN005A Manage operations to budget	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRRRTF003 Drive retail profitability.
SIRXFIN006A Manage prices	N/A	<ul style="list-style-type: none"> Deleted.
Governance and Legal Compliance (GLC)		
SIRXGLC401 Monitor compliance with the legislative requirements for establishing a retail business	N/A	<ul style="list-style-type: none"> Deleted.
SIRXGLC502 Establish business legal and legislative requirements	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
Health and Wellbeing (HWB)		
	SIRXHWB001 Maintain personal health and wellbeing	<ul style="list-style-type: none"> • New unit.
	SIRXHWB002 Promote workplace health and wellbeing	<ul style="list-style-type: none"> • New unit.
Human Resource Management (HRM)		
SIRXHRM001A Administer human resource policy	N/A	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
SIRXIND102 Plan a career in the retail industry	SIRXIND004 Plan a career in the retail industry	<ul style="list-style-type: none"> • N • Unit updated to meet Standards for Training Packages • Competency Field changed to Working in Industry (IND)

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
SIRXINV005A Control inventory	N/A	<ul style="list-style-type: none"> Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRRINV002 Control stock.
SIRXINV006A Develop purchasing strategies	N/A	<ul style="list-style-type: none"> Deleted.
SIRXINV404 Manage retail merchandise	N/A	<ul style="list-style-type: none"> Deleted
SIRXINV407 Manage suppliers	N/A	<ul style="list-style-type: none"> Deleted.
Management and Leadership (MGT)		
	SIRXMGT001 Supervise and support frontline team members	<ul style="list-style-type: none"> New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXMGT001A Coordinate work teams	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
SIRXMGT002A Maintain employee relations	SIRXHRM002 Maintain employee relations	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
SIRXMGT003A Lead and manage people	N/A	<ul style="list-style-type: none"> Deleted Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRXCOM003 Promote team cohesion SIRXMGT002 Lead a frontline team SIRXMGT003 Provide leadership to others.
SIRXMGT004A Analyse and communicate information	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRXCHA002 Lead the change process.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXMGT507 Manage staff through change	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
SIRXMGT509 Manage diversity within the business	N/A	<ul style="list-style-type: none"> Deleted.
Marketing (MKT)		
	SIRXMKT004 Undertake digital marketing activities	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
	SIRXMKT004 Undertake digital marketing activities	<ul style="list-style-type: none"> New unit.
	SIRXMKT006 Develop a social media strategy	<ul style="list-style-type: none"> New unit.
	SIRXMKT007 Develop a digital marketing plan	<ul style="list-style-type: none"> New unit.
Marketing and Public Relations (MPR)		
SIRXMPR001A Profile a retail market		<ul style="list-style-type: none"> Deleted.
SIRXMPR002A Provide marketing and promotion program support	SIRXMKT001 Support marketing and promotional activities	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
SIRXMPR004A Market products	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXMPR005A Seize a business opportunity	N/A	<ul style="list-style-type: none"> Deleted.
SIRXMPR006A Manage promotional activities	SIRXMKT003 Manage promotional activities	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRXMKT003 Manage promotional activities.
Merchandising (MER)		
SIRXMER201 Merchandise products	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
SIRXMER303 Coordinate merchandise presentation	SIRRMER003 Coordinate visual merchandising activities	<ul style="list-style-type: none"> N Unit updated to meet Standards for Training Packages Updated title

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Deleted.
SIRXMER405 Manage store presentation and pricing		<ul style="list-style-type: none"> Deleted.
SIRXMER406 Monitor in-store visual merchandising display		<ul style="list-style-type: none"> Deleted.
SIRXMER407 Plan and build visual presentations for a range of merchandise categories		<ul style="list-style-type: none"> Deleted.
Product Knowledge (RPK)		
SIRXRPK001A Recommend health and nutritional products and services	SIRXPDK003 Advise on health and nutritional products and services	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
Online and Social Media (OSM)		
	SIRXOSM001 Identify and review social media and online platforms for organisational use	<ul style="list-style-type: none"> New Unit
	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms	<ul style="list-style-type: none"> New Unit
	SIRXOSM003 Use social media and online tools	<ul style="list-style-type: none"> New Unit

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
	SIRXOSM004 Analyse performance of social media and online business tools	<ul style="list-style-type: none"> New Unit
	SIRXOSM005 Develop a basic website for customer engagement	<ul style="list-style-type: none"> New Unit
	SIRXOSM006 Develop and manage social media and online strategies	<ul style="list-style-type: none"> New Unit
	SIRXOSM007 Manage risk to organisational reputation in an online setting	<ul style="list-style-type: none"> New Unit
Product Management (PRO)		
SIRXPRO401 Maximise sales of branded products and services	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRXSLS004 Drive sales results.
SIRXPRO002A Implement product recalls	N/A	<ul style="list-style-type: none"> Deleted.
SIRXPRO003A Review product or service performance	N/A	<ul style="list-style-type: none"> Deleted.
SIRXPRO504 Maximise product sales and market share	N/A	<ul style="list-style-type: none"> Deleted.
SIRXPRO005A Manage distribution processes	N/A	<ul style="list-style-type: none"> Deleted.
SIRXPRO006A Forecast product performance	N/A	<ul style="list-style-type: none"> Deleted.
SIRXPRO007A Improve supply and distribution chains	N/A	<ul style="list-style-type: none"> Deleted.
Quality and Innovation (QUA)		
SIRXQUA001A Develop innovative ideas at work	N/A	<ul style="list-style-type: none"> Deleted.
SIRXQUA002A Lead a team to foster innovation	N/A	<ul style="list-style-type: none"> Deleted.
SIRXQUA003A Create an innovative work environment	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXQUA004A Set up systems that support innovation	N/A	<ul style="list-style-type: none"> Deleted.
SIRXQUA005A Maintain operational quality and productivity	N/A	<ul style="list-style-type: none"> Deleted.
SIRXQUA006A Benchmark and continuously improve operational quality	N/A	<ul style="list-style-type: none"> Deleted.
Retail Management (SRM)		
SIRXSRM801 Lead the organisation through change	SIRXCHA002 Lead the change process	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
SIRXSRM803 Lead and develop retail staff	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
SIRXSRM805 Lead the strategic planning	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into:

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
process in a service environment		<ul style="list-style-type: none"> SIRRSTR001 Undertake strategic planning in retail.
SIRXSRM806 Manage and transform sales and service programs	N/A	<ul style="list-style-type: none"> Deleted.
SIRXSRM807 Lead the development of a visual merchandising strategy	N/A	<ul style="list-style-type: none"> Deleted.
SIRXSRM808 Plan and manage complex retail projects	SIRXMGT004 Plan and manage retail projects	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
Risk Management and Security (RSK)		
	SIRXRSK001 Identify and respond to security risks	<ul style="list-style-type: none"> New unit.
SIRXRSK201 Minimise loss	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
SIRXRSK003A Apply store security systems and procedures	N/A	<ul style="list-style-type: none"> Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRXRSK404 Control store security	N/A	<ul style="list-style-type: none"> Deleted.
Sales (SLS)		
	SIRXSLS005 Plan to trade internationally	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
SIRXSLS002A Advise on products and services	SIRXPDK001 Advise on products and services	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> New unit.
	SIRXSLS004 Drive sales results	<ul style="list-style-type: none"> New unit.
	SIRXSLS005 Plan to trade internationally	<ul style="list-style-type: none"> New unit.
SIRXSLS303 Build relationships with customers	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into:

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
		<ul style="list-style-type: none"> ○ SIRXSLS003 Achieve sales results.
SIRXSLS405 Coordinate a retail operation during economic downturns	N/A	<ul style="list-style-type: none"> • Deleted.
SIRXSLS406 Manage sales and service delivery	N/A	<ul style="list-style-type: none"> • Deleted.
SIRXSLS007A Train sales team members	N/A	<ul style="list-style-type: none"> • Deleted. • Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS003 Achieve sales results.
SIRXSLS008A Develop a sales strategy	N/A	<ul style="list-style-type: none"> • Deleted. • Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> ○ SIRXSLS004 Drive sales results.
SIRXSLS009A Manage sales teams	N/A	<ul style="list-style-type: none"> • Deleted.
SIRXSLS410 Lead a sales representatives team	N/A	<ul style="list-style-type: none"> • Deleted.
Strategy (STR)		
	SIRRSTR001 Develop an ecommerce strategy	<ul style="list-style-type: none"> • New unit.
Training and Development (TAD)		
	SIRXTAD001 Train others in frontline tasks	<ul style="list-style-type: none"> • New unit.
	SIRXTAD002 Develop the retail frontline	<ul style="list-style-type: none"> • New unit.
	SIRXTAD003 Coach others for success	<ul style="list-style-type: none"> • New unit.
Work Health and Safety (WHS)		
	SIRXWHS001 Work safely	<ul style="list-style-type: none"> • New unit.
SIRXWHS101 Apply safe work practices	SIRXWHS002 Contribute to workplace health and safety	<ul style="list-style-type: none"> • 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

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
		<ul style="list-style-type: none"> Updated knowledge requirements to reflect unit revisions.
SIRXWHS302 Maintain store safety	SIRXWHS003 Maintain workplace safety	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Deleted.
Working in Industry (IND)		
	SIRXIND003 Organise personal work requirements	<ul style="list-style-type: none"> New unit.
	SIRXIND005 Develop personal productivity	<ul style="list-style-type: none"> New unit.
	SIRXIND006 Review retail business fundamentals	<ul style="list-style-type: none"> New unit.
RETAIL (R)		
Food Safety (FSA)		
SIRRFSA001 Apply retail food safety practices	SIRRFSA001 Handle food safely in a retail environment	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
Merchandising (MER)		
SIRRMER001A Merchandise food products	SIRRMER002 Merchandise food products	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deleted.
SIRRMER003A Prepare and display fast food items	N/A	<ul style="list-style-type: none"> • Deleted.
SIRRMER004A Prepare and display bakery products	N/A	<ul style="list-style-type: none"> • Deleted.
SIRRMER405 Produce visual merchandising signs	SIRRMER011 Design and install merchandise signage	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deleted.
SIRRMER509 Manufacture visual	N/A	<ul style="list-style-type: none"> • Deleted. • Relevant skills and knowledge incorporated into:

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
merchandising signage and support structures		<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	<ul style="list-style-type: none"> • Deleted.
SIRRMER511 Plan, organise and maintain display lighting	SIRRMER009 Plan and organise display lighting	<ul style="list-style-type: none"> • 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.
SIRRMER512 Produce perspective drawings, plans and elevations	N/A	<ul style="list-style-type: none"> • Deleted
SIRRMER513 Develop concept visuals	N/A	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deleted.
SIRRMER516 Style merchandise for photography	SIRRMER008 Plan and style merchandise photo shoots	<ul style="list-style-type: none"> • 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	N/A	<ul style="list-style-type: none"> • Deleted.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
merchandising and corporate presentation		
SIRRMER518 Present design concepts	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
	SIRRMER004 Develop visual merchandising creative concepts	<ul style="list-style-type: none"> New unit.
	SIRRMER005 Implement visual merchandising concepts	<ul style="list-style-type: none"> New unit.
	SIRRMER006 Achieve visual merchandising targets	<ul style="list-style-type: none"> New unit.
	SIRRMER007 Design and install visual merchandising displays	<ul style="list-style-type: none"> New unit.
	SIRRMER010 Style using visual merchandising aids	<ul style="list-style-type: none"> New unit.
	SIRRMER012 Develop retail space and product management plans	<ul style="list-style-type: none"> New unit.
	SIRRMER013 Develop visual merchandising guidelines	<ul style="list-style-type: none"> New unit.
Merchandise Management (MRM)		
	SIRRMRM001 Plan merchandise buying strategy	<ul style="list-style-type: none"> New unit.
	SIRRMRM002 Develop a merchandise strategy	<ul style="list-style-type: none"> New unit.
	SIRRMRM003 Conduct a post trade analysis	<ul style="list-style-type: none"> New unit.
	SIRRMRM004 Develop a merchandise financial plan	<ul style="list-style-type: none"> New unit.
	SIRRMRM005 Develop a category financial plan	<ul style="list-style-type: none"> New unit.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
	SIRMRM006 Plan a merchandise product range	<ul style="list-style-type: none"> New unit.
	SIRMRM007 Negotiate and establish supply arrangements	<ul style="list-style-type: none"> New unit.
	SIRMRM008 Develop a merchandise promotional plan	<ul style="list-style-type: none"> New unit.
	SIRMRM009 Plan merchandise buying trips	<ul style="list-style-type: none"> New unit.
	SIRMRM010 Plan product development	<ul style="list-style-type: none"> New unit.
	SIRMRM011 Manage merchandise quality and compliance	<ul style="list-style-type: none"> New unit.
Product Knowledge (RPK)		
SIRRRPK001A Advise on food products and services	SIRXPDK002 Advise on food products and services	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
SIRRRPK003A Advise on fast food products	N/A	<ul style="list-style-type: none"> Deleted.
SIRRRPK004A Advise on bakery products	N/A	<ul style="list-style-type: none"> Deleted.
SIRRRPK005A Advise on seafood products	N/A	<ul style="list-style-type: none"> Deleted.
SIRRRPK006A Recommend liquor products	N/A	<ul style="list-style-type: none"> Deleted.
SIRRRPK007A Recommend and fit clothing or footwear products and services	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRRSTY001 Style the retail customer.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
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 Recommend books or newsagency services	N/A	• Deleted.
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		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRRPOS004A Handle customer interviews and applications	N/A	<ul style="list-style-type: none"> Deleted.
Strategy (STR)		
	SIRRSTR001 Undertake strategic planning in retail	<ul style="list-style-type: none"> New unit.
Styling (STY)		
	SIRSTY001 Style the retail customer	<ul style="list-style-type: none"> New unit.
WHOLESALE (W)		
Finance (FIN)		
SIRWFIN001A Complete debtor processes	SIRWFIN001 Complete debtor processes	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Deleted.
Inventory (INV)		
SIRWINV301 Administer supply to a business	N/A	<ul style="list-style-type: none"> Deleted.
SIRWINV302 Monitor inventory capacity to meet demand	N/A	<ul style="list-style-type: none"> Deleted. Relevant skills and knowledge incorporated into: <ul style="list-style-type: none"> SIRRINV002 Control stock.
Sales (SLS)		
SIRWSLS301 Build sales relationships	N/A	<ul style="list-style-type: none"> Deleted.
SIRWSLS302 Process product and service data	SIRWSLS001 Process product and service data	<ul style="list-style-type: none"> 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.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	Replacement Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
SIRWSLS303 Analyse and achieve sales targets	SIRWSLS002 Analyse and achieve sales targets	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
SIRWSLS305 Optimise customer and territory coverage	SIRWSLS004 Optimise customer and territory coverage	<ul style="list-style-type: none"> 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

Skill Set Mapping – SIR07 V5.0 to SIR 6.0		
Previous Unit Code and Title	New Unit Code and Title	Nature of Relationship E = equivalent N = not equivalent
	SIRSS00032 Manage Workplace Responses to Disrespectful Aggressive or Abusive Customer Behaviour Skill Set	<ul style="list-style-type: none"> New skill set
	SIRSS00033 Facilitate and supervise WHS in Retail Skill Set	<ul style="list-style-type: none"> New skill set
	SIRSS00034 Supervise and Manage WHS in Retail Skill Set	<ul style="list-style-type: none"> New skill set
SIRSS00028 Retail Leadership Transition Skill Set	SIRSS00035 Retail Leadership Transition Skill Set	<ul style="list-style-type: none"> 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.

Retail Manager

- determining product mix, stock levels and service standards

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

- 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.

Table 7: Industry issues addressed in the SIR Retail Services Training Package V6.0

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> <p>SIRXCEG008 Manage disrespectful, aggressive or abusive customers</p> <p>SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour.</p>

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>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.
<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>	<ul style="list-style-type: none"> • <i>SIRXCEG004</i> Create a customer-centric culture focuses on the in-store customer experience and ways to enhance this experience.
<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 • SIRXMKT004 Undertake digital marketing activities • SIRXMKT006 Develop a social media strategy • SIRXMKT007 Develop a digital marketing plan.

Industry and Work issue	Training Package Response
<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.
<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>

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.

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

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
<ul style="list-style-type: none"> • Key aspects of consumer protection laws relevant to the selling of products and services: <ul style="list-style-type: none"> ○ organisational responsibilities and rights ○ customer rights ○ refunds and exchanges. 	Current Plain English regulatory documents outlining key aspects of consumer protection laws

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:
 - SIRRFS001 Handle food safely in a retail environment
 - SIRRFS002 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 or 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>

Qualification	Outcome
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> <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>
SIR30316 Certificate III in Business to Business Sales	<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>
SIR40316 Certificate IV in Retail Management	<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</p>

Qualification	Outcome
	<p>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>
SIR50116 Diploma of Retail Leadership	<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>
SIR50217 Diploma of Visual Merchandising	<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> <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>
SIR50317 Diploma of Retail Merchandise Management	<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>

Qualification	Outcome
	Individuals with this qualification are able to perform roles such as buyer, merchandise planner and merchandise manager.

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> <ul style="list-style-type: none"> • have achieved the Certificate III in Retail <p>or</p> <ul style="list-style-type: none"> • 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>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

Qualification	Entry Requirement
	<ul style="list-style-type: none"> • SIRXRSK001 Identify and respond to security risks • SIRXSLS001 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> <ul style="list-style-type: none"> • have achieved the Certificate IV in Retail Management <p>or</p> <ul style="list-style-type: none"> • 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>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> <ul style="list-style-type: none"> • 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>or</p> <ul style="list-style-type: none"> • 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>or</p> <ul style="list-style-type: none"> • have at least two years full time work experience in a role where they have applied knowledge of business financials and operations. <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>

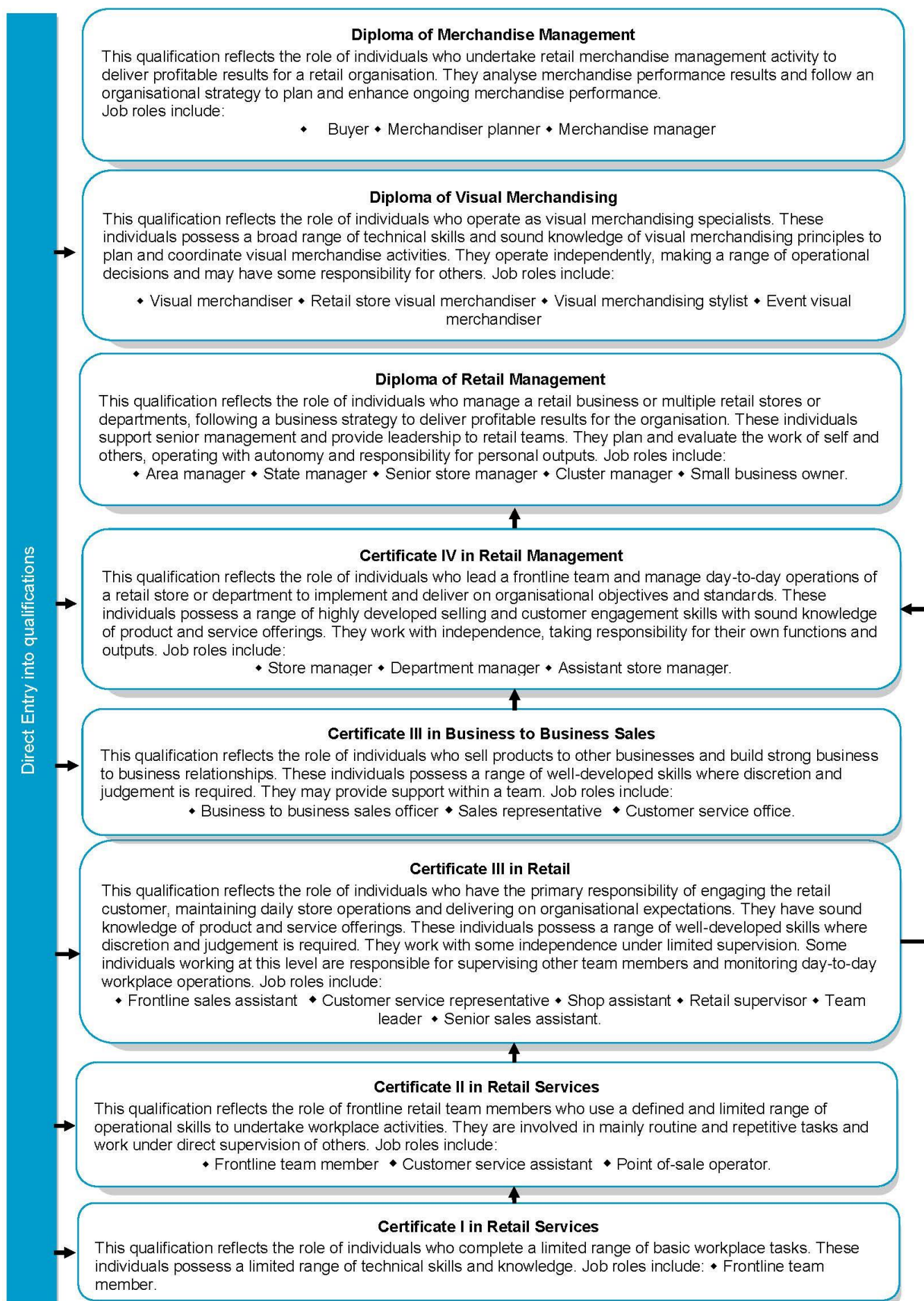
2.4 Pathways into and from SIR Retail Services qualifications

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
- SIRRFS002 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.	<p>1.1. Greet customers in a polite and friendly manner within designated response times and make them a priority over other workplace duties.</p> <p>1.2. Clearly communicate with customers using appropriate verbal and non-verbal communication.</p> <p>1.3. Adapt communication style to appropriately communicate with customers from diverse demographic backgrounds.</p>
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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 *SIRXSLS002 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:	<p>1.4. interpret numerical information from various sources and calculate accurately with or without the use of a calculator.</p> <p>1.5. measure or estimate quantities to calculate costs.</p> <p>1.6. calculate percentage discounts.</p>
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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 Resources and equipment

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 also relevant to delivery and is found in the Assessment Conditions field which specifies:

- where the assessment must take place, the physical environment and whether a simulated environment is appropriate
- 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 the assessment.

Refer to [Appendix 3: Mandatory Equipment and Resource Requirements](#) for further information.

2.10 Simulation

2.10.1 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.

2.10.2 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.

2.10.3 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.

2.11 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.

2.12 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</p> <p>R= Training Package identifier (Retail Services)</p> <p>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> <ul style="list-style-type: none"> • 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.
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> <ul style="list-style-type: none"> • 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.
APPLICATION	<p>This statement introduces the unit of competency, assists users to understand its complexity and includes this information:</p> <ul style="list-style-type: none"> • 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.
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</p>

	<p>without first gaining essential knowledge and skills from other unit(s) of competency.</p> <p>Where there is a prerequisite unit, the code and title are shown. Where none exist, the entry is shown as 'Nil'.</p>
COMPETENCY FIELD	<p>Units of Competency are categorised into the following fields:</p> <ul style="list-style-type: none"> • 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	<p>Units are categorised as:</p> <ul style="list-style-type: none"> • Cross-Sector (X) • Retail (R) • Wholesale (W)
ELEMENTS	PERFORMANCE CRITERIA
<p>Element language has been streamlined.</p> <p>Some reworded for clarity.</p>	<p>Language has been streamlined.</p> <p>Some Performance Criteria have been reworded in more explicit terms, including:</p> <ul style="list-style-type: none"> • 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> <ul style="list-style-type: none"> • reading • writing • oral communication • numeracy • learning • problem-solving • initiative and enterprise • teamwork • planning and organising • self-management

- technology.

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 context of the unit of competency and job role and provide guidance on the level of foundation skills. For example, *numeracy skills to interpret numerical information from various sources and calculate accurately with or without the use of a calculator.*

RANGE OF CONDITIONS

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.

Anything identified is mandatory for performance in a job and, therefore, must be assessed.

Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.

No special environmental or operating conditions apply and no Range of Conditions statements are included in any units of competency.

UNIT MAPPING INFORMATION	<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>
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

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	Unit Description	Cert I	Cert II	Cert III	Cert IV	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					✓
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					✓
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			✓		
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					✓
SIRXSLS005	Plan to trade internationally					✓
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				✓	✓
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					✓
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					✓
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					✓

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)						
SIRSTY001	Style the retail customer			✓		
Wholesale (W)						
Finance (FIN)						
SIRWFIN001	Complete debtor processes			✓		
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			✓		

Appendix 3: Mandatory equipment and resource requirements

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
Cross-Sector (X)					
Change Management (CHA)					
SIRXCHA001 Facilitate the change process	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational policies and procedures relevant to change. 	<ul style="list-style-type: none"> team members with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
SIRXCHA002 Lead the change process	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures relevant to change management internal and external data on change drivers. 	<ul style="list-style-type: none"> stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> individuals in an industry workplace, or individuals who

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
Communication and Teamwork (COM)					
SIRXCOM001 Communicate in the workplace to support team and customer outcomes	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> telephone. 		<ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> allocated duties and responsibilities internal and external customer and colleague interactions use of communication media. 	<ul style="list-style-type: none"> a range of people with different requirements. This can be: <ul style="list-style-type: none"> customers or team members in a retail industry workplace with whom the individual works during the assessment process individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					industry environment.
SIRXCOM002 Work effectively in a team	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> team interactions workplace tasks for completion. 	<ul style="list-style-type: none"> team members. These can be: <ul style="list-style-type: none"> 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.
SIRXCOM003 Promote team cohesion	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational: <ul style="list-style-type: none"> vision and values expectations of team members relevant to performance and goal attainment workplace goals team performance data. 	<ul style="list-style-type: none"> team members. These can be: <ul style="list-style-type: none"> 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.
Customer Engagement (CEG)					

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRXCEG001 Engage the customer	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational service standards and procedures for: <ul style="list-style-type: none"> designated customer service response times interacting with customers solving routine customer problems providing information to customers. 	<ul style="list-style-type: none"> customers from a diverse range of backgrounds. These can be: <ul style="list-style-type: none"> 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.
SIRXCEG002 Assist with customer difficulties	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> processing refunds and exchanges resolving customer complaints recording customer complaints dealing with difficult customers: <ul style="list-style-type: none"> customers displaying verbal aggression customers refusing to leave or be pacified 	<ul style="list-style-type: none"> customers with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				<ul style="list-style-type: none"> - drug or alcohol-affected customers - customers displaying violent or threatening behaviour ○ escalated customer complaints. 	industry environment.
SIRXCEG003 Build customer relationships and loyalty	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ industry and organisational: <ul style="list-style-type: none"> - professional service standards - attitudes and attributes expected when engaging with customers - different customer service needs and expectations - types of customer benefits • current Plain English regulatory documents distributed by government regulators for: <ul style="list-style-type: none"> ○ consumer protection law ○ privacy law. 	<ul style="list-style-type: none"> • Customers. These can be: <ul style="list-style-type: none"> ○ 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.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRXCEG004 Create a customer-centric culture	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational customer service standards: <ul style="list-style-type: none"> professional service standards designated response times customer service procedures resources required to deliver on customer service standards. 	<ul style="list-style-type: none"> team members and customers. These can be: <ul style="list-style-type: none"> 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.
SIRXCEG005 Maintain business to business relationships	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> sources of product information organisational policies and procedures for: <ul style="list-style-type: none"> building relationships with business customers pricing forecasts for current and future market trends. 	<ul style="list-style-type: none"> business customers with different requirements. These can be: <ul style="list-style-type: none"> 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

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					industry environment.
SIRXCEG006 Provide online customer service	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> information technology hardware and software online communication tools online information systems. 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures: <ul style="list-style-type: none"> processing refunds and exchanges online recording customer information organisational online customer service standards: <ul style="list-style-type: none"> response times communication styles handling customer complaints reporting customer service issues. 	<ul style="list-style-type: none"> online customers with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
SIRXCEG007 Develop online customer service standards	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> information technology hardware and software online information systems 		<ul style="list-style-type: none"> online customer service feedback and data. 	
SIRXCEG008 Manage	Skills must be demonstrated in a			<ul style="list-style-type: none"> organisational policies and procedures for: 	<ul style="list-style-type: none"> customers with whom the

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Unit	Environment	Equipment	Consumable Resources	Documents	Other People
disrespectful, aggressive or abusive customers	customer service environment. This can be: <ul style="list-style-type: none"> an industry workplace; or a simulated industry environment. 			<ul style="list-style-type: none"> customer service standards dealing with aggressive or abusive customers recording and reporting customer incidents escalating customer incidents staff self-care and wellbeing de-briefing following an incident: <ul style="list-style-type: none"> operational staff welfare work health and safety current plain English documents distributed by Government regulators outlining key aspects of: <ul style="list-style-type: none"> consumer protection laws consumer behaviour requirements WHS guides 	<p>individual can interact; these can be:</p> <ul style="list-style-type: none"> 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
SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customers	Skills must be demonstrated in a customer service environment. This can be: <ul style="list-style-type: none"> an industry workplace; or 			<ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> customer service standards dealing with disrespectful, 	<ul style="list-style-type: none"> customers with whom the individual can interact; these can be:

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Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	<ul style="list-style-type: none"> a simulated industry environment. 			<ul style="list-style-type: none"> aggressive or abusive customers dealing with customers who have committed a crime recording and reporting customer incidents escalating customer incidents privacy and confidentiality of staff and customer information de-briefing following an incident providing referrals to staff wellbeing services maintenance of equipment and reporting faults work health and safety (WHS) current plain English documents distributed by Government regulators outlining key aspects of: <ul style="list-style-type: none"> consumer protection laws consumer behaviour requirements WHS guides 	<ul style="list-style-type: none"> 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

Delivery (DLV)					
SIRXDLV001 Deliver food products	Skills must be demonstrated in a retail work environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> food storage and packaging equipment. 	<ul style="list-style-type: none"> food products for delivery. 	<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures as relevant to delivery of food products: <ul style="list-style-type: none"> food safety cash handling customer service standards delivery WHS personal, product and cash security responding to theft, loss or accident customer orders delivery documents reporting documents. 	<ul style="list-style-type: none"> Customers. These can be: <ul style="list-style-type: none"> 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.
Ecommerce (ECM)					
SIRXECM001 Monitor and interpret online data analytics	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> data collection data storage organisational data collection needs ecommerce performance data data reporting template. 	

SIRXECM002 Prepare digital content	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> digital platforms for content uploading software for use in digital content development information technology hardware and software. 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational content style guide digital content templates. 	
SIRXECM003 Design an ecommerce site	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> ecommerce sites for testing and review. 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures related to site design organisation content style guide site performance data. 	
Health and Wellbeing (HWB)					
SIRXHWB001 Maintain personal health and wellbeing	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> sources of information on workplace health and wellbeing personal health and wellbeing plans. 	
SIRXHWB002 Promote workplace health and wellbeing	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> sources of information on workplace health and wellbeing. 	<ul style="list-style-type: none"> team members with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
Human Resource Management (HRM)					
SIRXHRM001 Recruit, select and induct team members	Skills must be demonstrated in: <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ organisational policies and procedures for: <ul style="list-style-type: none"> – developing selection criteria – advertising vacant positions – interview and selection processes – induction process – recruitment documentation – roles and responsibilities of personnel involved in the recruitment and induction process – procedures for employment and referee checks 	<ul style="list-style-type: none"> • job applicants with whom the individual can interact. These can be: <ul style="list-style-type: none"> ○ 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.

				<ul style="list-style-type: none"> - approval processes for recruitment of new personnel ○ equal opportunity and EEO legislation ○ awards and agreements ○ job descriptions ○ recruitment, selection and induction materials. 	
SIRXHRM002 Maintain employee relations	Skills must be demonstrated in: <ul style="list-style-type: none"> • an industry workplace • a simulated retail work environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ current industrial awards and agreements ○ organisational policy and procedures as outlined in the Knowledge Evidence ○ relevant legislation and industry codes of practice as outline in the Knowledge Evidence. 	<ul style="list-style-type: none"> • team members; these can be: <ul style="list-style-type: none"> ○ 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.
Management and Leadership (MGT)					
SIRXMGT001 Supervise and support frontline team members	Skills must be demonstrated in: <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant organisational documentation: <ul style="list-style-type: none"> ○ performance standards for frontline tasks ○ organisational vision ○ key elements and steps of frontline tasks. 	<ul style="list-style-type: none"> • team members; these can be: <ul style="list-style-type: none"> ○ 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.
SIRXMG002 Lead a frontline team	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures for: <ul style="list-style-type: none"> monitoring standards of performance addressing poor performance dealing with workplace conflict organisational standards of performance 	<ul style="list-style-type: none"> team members; these can be: <ul style="list-style-type: none"> 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.
SIRXMG003 Provide leadership to others	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational vision and plans organisational policies and procedures: <ul style="list-style-type: none"> conflict and dispute resolution. 	<ul style="list-style-type: none"> team members. These can be: <ul style="list-style-type: none"> 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.
SIRXMGT004 Plan and manage retail projects	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated retail work environment. 	<ul style="list-style-type: none"> information and communications technology currently used to manage projects. 		<ul style="list-style-type: none"> physical and financial resources to support the project. 	<ul style="list-style-type: none"> a project team for whom the individual is a leader project stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
SIRXMGT005 Lead the development of business opportunities	Skills must be demonstrated in a services industry environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> sources of information on internal and external operating environments. 	<ul style="list-style-type: none"> stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
Marketing (MKT)					
SIRXMKT001 Support marketing and promotional activities	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational policies and procedures for the implementation of marketing and promotional activities as relevant to own role marketing or promotional plans. 	
SIRXMKT002 Use social media to engage customers	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> computer or mobile device with Internet access social media monitoring tools social media platforms customer postings on social media platforms. 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures for social media use legal and ethical use of social media social media content calendar that details key events and promotions: <ul style="list-style-type: none"> milestones and relevant dates content for release files for use across social media platforms: <ul style="list-style-type: none"> image files text files PDF files audio files video files link associated files. 	

SIRXMKT003 Manage promotional activities	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> promotional activities relevant documentation: <ul style="list-style-type: none"> sales results for the specified promotional period promotional brief organisational policies and procedures for promotional activities organisational promotional guidelines relevant commercial law and legislation regarding promotional activities. 	
SIRXMKT004 Undertake digital marketing activities	Skills must be demonstrated in: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> computer or device with internet access an editable retail website digital marketing testing and monitoring tools. 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational digital marketing plan legal and ethical practices for use of digital marketing digital marketing organisational policies and procedures digital marketing analytics. 	
SIRXMKT005 Develop a marketing strategy	Skills must be demonstrated in an operational business operation or activity. This can be: <ul style="list-style-type: none"> an industry workplace 	<ul style="list-style-type: none"> product or service for which market planning can be undertaken. 		<ul style="list-style-type: none"> existing organisational marketing strategy and plans sources of information on internal and external operating environments. 	<ul style="list-style-type: none"> stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> individuals in an industry workplace, or

	<ul style="list-style-type: none"> a simulated industry environment. 				<ul style="list-style-type: none"> individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry.
SIRXMKT006 Develop a social media strategy	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry workplace. 	<ul style="list-style-type: none"> information technology hardware and software online information systems social media platforms. 		<ul style="list-style-type: none"> social media usage and activity reports. 	
SIRXMKT007 Develop a digital marketing plan	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry workplace. 	<ul style="list-style-type: none"> digital marketing monitoring tools. 		<ul style="list-style-type: none"> current information on digital marketing types and channels. 	
Product Knowledge (PDK)					
SIRXPDK001 Advise on products and services	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace 	<ul style="list-style-type: none"> a range of communication equipment. 	<ul style="list-style-type: none"> a range of stock and merchandise. 	<ul style="list-style-type: none"> sources of product information relevant documentation: <ul style="list-style-type: none"> price lists organisational policy and procedures. 	<ul style="list-style-type: none"> Customers. These can be: <ul style="list-style-type: none"> customers in an industry workplace, or individuals who

	<ul style="list-style-type: none"> a simulated industry environment. 				<p>participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.</p>
SIRXPDK002 Advise on food products and services	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated retail work environment. 		<ul style="list-style-type: none"> a range of food stock, including items with labels. 	<ul style="list-style-type: none"> sources of product information documentation: <ul style="list-style-type: none"> organisational policies and procedures pricing information customer order forms. 	<ul style="list-style-type: none"> Customers. These can be: <ul style="list-style-type: none"> customers in a retail industry workplace who interact with the individual during the assessment process individuals who participate in role plays or simulated activities set up for the purpose of assessment.
SIRXPDK003 Advise on health and nutritional products and services	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace 		<ul style="list-style-type: none"> a range of health and nutritional products. 	<ul style="list-style-type: none"> sources of health and nutritional product and service information relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures pricing information. 	<ul style="list-style-type: none"> Customers. These can be: <ul style="list-style-type: none"> customers in a retail industry workplace who interact with the

	<ul style="list-style-type: none"> a simulated retail work environment. 				<p>individual during the assessment process</p> <ul style="list-style-type: none"> individuals who participate in role plays, or simulated activities set up for the purpose of assessment.
Risk Management and Security (RSK)					
SIRXRSK001 Identify and respond to security risks	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational policies and procedures relevant to security as listed in the Knowledge Evidence. 	<ul style="list-style-type: none"> customers and team members. These can be: <ul style="list-style-type: none"> 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.
SIRXRSK002 Maintain store security	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace 	<ul style="list-style-type: none"> relevant equipment: <ul style="list-style-type: none"> alarm systems surveillance equipment point-of-sale equipment 		<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policy and procedures as listed in the Knowledge Evidence. 	<ul style="list-style-type: none"> customers and team members. These can be: <ul style="list-style-type: none"> individuals in an industry workplace, or

	<ul style="list-style-type: none"> • a simulated industry environment. 	<ul style="list-style-type: none"> ○ communication equipment. 			<ul style="list-style-type: none"> ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
SIRXRSK003 Manage risk in the retail environment	<p>Skills must be demonstrated in a service industry's environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • relevant business technology with internet capability for research. 		<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ relevant legislation, regulations, standards and codes ○ organisational policies and procedures relevant to risk management as listed in the Knowledge Evidence ○ existing risk management plan. 	<ul style="list-style-type: none"> • internal and external stakeholders with whom to consult. These can be: <ul style="list-style-type: none"> ○ 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.
Sales (SLS)					
SIRXSLS001 Sell to the retail customer	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ organisational policies and procedures for: <ul style="list-style-type: none"> – customer service 	<ul style="list-style-type: none"> • customers with whom the individual can interact to sell products and

	<ul style="list-style-type: none"> a simulated industry environment set up for the purposes of assessment. 			<ul style="list-style-type: none"> sale of products and services resolving customer complaints collection and storage of customer details organisational product information and price lists supplier brochures, information sheets and price lists promotional activity information current Plain English regulatory documents distributed by government regulators for: <ul style="list-style-type: none"> consumer protection law privacy law. 	<p>services. These can be:</p> <ul style="list-style-type: none"> 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 operated within a training organisation.
SIRXSL002 Follow point-of-sale procedures	<p>Skills must be demonstrated in a services industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> point-of-sale equipment and consumables. 	<ul style="list-style-type: none"> cash. 	<ul style="list-style-type: none"> organisational policies and procedures for point-of-sale activities financial transaction documentation for non-cash sales. 	

SIRXSLS003 Achieve sales results	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policy and procedures for sales process and customer service standards sales targets records of previous sales. 	<ul style="list-style-type: none"> team members. These can be: <ul style="list-style-type: none"> 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.
SIRXSLS004 Achieve sales results	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> relevant business technology with internet capability. 		<ul style="list-style-type: none"> organisational documentation: <ul style="list-style-type: none"> sales strategy sales performance records sales targets sources of customer feedback. 	
SIRXSLS005 Plan to trade internationally	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> information technology hardware and software online information systems. 			

Strategy (STR)

SIRXSTR001 Develop an ecommerce strategy	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> ecommerce monitoring tools. 		<ul style="list-style-type: none"> ecommerce performance data organisational ecommerce objectives. 	
Training and Development (TAD)					
SIRXTAD001 Train others in frontline tasks	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures for task completion organisational expected standards and timeframes for task completion. 	<ul style="list-style-type: none"> team members in need of on-the-job training. These can be: <ul style="list-style-type: none"> 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.
SIRXTAD002 Develop the retail frontline	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace 			<ul style="list-style-type: none"> relevant documentation for: <ul style="list-style-type: none"> industry and organisational skills requirements: <ul style="list-style-type: none"> position descriptions organisational procedures 	<ul style="list-style-type: none"> team members in need of development. These can be: <ul style="list-style-type: none"> individuals in an industry workplace, or individuals who

	<ul style="list-style-type: none"> a simulated industry environment. 			<ul style="list-style-type: none"> relevant to job role – industry standards and codes of practice relevant to job role. 	<p>participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.</p>
SIRXTAD003 Coach others for success	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 				<ul style="list-style-type: none"> team members in need of coaching. This can be: <ul style="list-style-type: none"> 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.
Work Health and Safety (WHS)					
SIRXWHS001 Work safely	<p>Skills must be demonstrated in:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> equipment and material requirement by the job role. 		<ul style="list-style-type: none"> organisational work health and safety policies and procedures reporting documentation for WHS incidents. 	
SIRXWHS002 Contribute to	<p>Skills must be demonstrated in:</p>			<ul style="list-style-type: none"> organisational work health and safety policies and procedures 	<ul style="list-style-type: none"> individuals with whom to interact during consultation

workplace health and safety	<ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • reporting documentation for: <ul style="list-style-type: none"> ○ accidents ○ incidents ○ emergencies ○ hazard identification and reporting. 	<p>processes. These can be:</p> <ul style="list-style-type: none"> ○ 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.
SIRXWHS003 Maintain workplace safety	<p>Skills must be demonstrated in:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • relevant work health and safety equipment. 		<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ WHS legislation ○ organisational policy and procedures for work health and safety ○ incident reporting forms ○ WHS records. 	<ul style="list-style-type: none"> • team members; these can be: <ul style="list-style-type: none"> ○ 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.
Working in industry (IND)					
SIRXIND001 Work effectively in a service environment	<p>Skills must be demonstrated in a services industry</p>	<ul style="list-style-type: none"> • relevant business technology with internet capability. 		<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ current Plain English guidelines issued by 	

	<p>environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<p>regulatory bodies covering:</p> <ul style="list-style-type: none"> – minimum workplace entitlements provided by the National Employment Standards (NES) – relevant provisions of Commonwealth , state or territory anti-discrimination and equal employment opportunity (EEO) law – industrial awards for retail employees, issued by regulatory bodies or unions ○ organisational policies and procedures that relate to general work practices as detailed in the Knowledge Evidence. 	
SIRXIND002 Organise and maintain the store environment	Skills must be demonstrated in a service industries	<ul style="list-style-type: none"> • cleaning products and equipment. 	<ul style="list-style-type: none"> • workplace waste for disposal. 	<ul style="list-style-type: none"> • organisational policies and procedures for: 	

	<p>environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. • work areas to be maintained. 			<ul style="list-style-type: none"> ○ work health and safety ○ general housekeeping ○ personal hygiene ○ reporting problems and faults ○ point-of-sale stock requirements ○ use, maintenance and storage of cleaning products and equipment ○ use of hazardous cleaning substances ○ waste disposal, recycling and environmental protection • manufacturer's instructions for use of cleaning equipment, cleaning materials and hazardous substances. 	
SIRXIND003 Organise personal work requirements	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • workplace tasks for completion • organisational procedures relating to personal work requirements: <ul style="list-style-type: none"> ○ quality standards ○ timeframes for completion. 	
SIRXIND004 Plan a career in the retail industry	<p>Skills must be demonstrated in a service industry's environment. This can be:</p>	<ul style="list-style-type: none"> • internet. 			

	<ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 				
SIRXIND005 Develop personal productivity	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • sources of information on organisational and industry skill and knowledge requirements • template for personal development plans. 	<ul style="list-style-type: none"> • individuals who can provide feedback on skill and knowledge level. These can be: <ul style="list-style-type: none"> ○ 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.
SIRXIND006 Review retail business fundamentals	<p>Skills must be demonstrated in a services industries environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ retail organisational strategy ○ retail profit and loss statement ○ retail merchandise strategy ○ retail merchandise performance data. 	

Retail (R)

Food Safety (FSA)

SIRRFSA001 Handle food safely in a retail environment	Skills must be demonstrated in a retail environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> personal protective clothing and equipment: <ul style="list-style-type: none"> aprons and outerwear food handling gloves correct head and footwear food handling implements food storage and display equipment. 	<ul style="list-style-type: none"> cleaning and sanitation materials and chemicals a range a food products. 	<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational food safety program organisational policy and procedures for food safety and hygiene and sanitation practices hazard control measures food safety incident report cleaning and maintenance schedules and safety data sheets for cleaning and sterilising products. 	
SIRRFSA002 Supervise a food safety program	Skills must be demonstrated in a retail environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated retail work environment. 	<ul style="list-style-type: none"> personal protective clothing and equipment: <ul style="list-style-type: none"> aprons and outerwear food handling gloves correct head and footwear food handling implements food handling equipment food storage and display equipment. 	<ul style="list-style-type: none"> cleaning and sanitation materials and chemicals a range a food products. 	<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> food safety program organisational policy and procedures on hygiene and sanitation practices hazard control measures food safety incident report cleaning and maintenance schedules and safety data sheets for cleaning and sterilising products 	<ul style="list-style-type: none"> team members. These can be: <ul style="list-style-type: none"> 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.
Inventory (INV)					
SIRRINV001 Receive and handle stock	Skills must be demonstrated in a	<ul style="list-style-type: none"> a computerised stock control system. 	<ul style="list-style-type: none"> stock. 	<ul style="list-style-type: none"> stock manufacturers' instructions for stock handling and storage 	

	<p>retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. • stock receiving bay or area • stock storage areas. 			<ul style="list-style-type: none"> • organisational policies and procedures for stock handling and control <ul style="list-style-type: none"> ○ stock control documentation ○ delivery dockets ○ orders ○ reporting documentation. 	
SIRRINV002 Control stock	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • a computerised stock control system. 	<ul style="list-style-type: none"> • stock for use in stock control activities. 	<ul style="list-style-type: none"> • organisational policies and procedures for stock control. 	<ul style="list-style-type: none"> • team members. These can be: <ul style="list-style-type: none"> ○ 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.
Merchandising (MER)					
SIRRMER001 Produce visual merchandise displays	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment set up for the 	<ul style="list-style-type: none"> • retail display equipment and props. 	<ul style="list-style-type: none"> • a range of retail merchandise. 	<ul style="list-style-type: none"> • product labels and price tickets • ticketing and pricing equipment • organisational visual merchandise display guidelines • organisational procedures for: 	

	<p>purposes of assessment.</p> <ul style="list-style-type: none"> display areas. 			<ul style="list-style-type: none"> manual handling techniques for protection of self and merchandise storage of merchandise and equipment damaged or out-of-date stock maintenance of display areas merchandise rotation and replenishment product labelling and pricing unpacking merchandise. 	
SIRRMER002 Merchandise food products	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. display areas. 	<ul style="list-style-type: none"> display equipment and props for: <ul style="list-style-type: none"> cleaning equipment and materials food preparation and handling equipment personal protective equipment and clothing. 	<ul style="list-style-type: none"> a range of food products for display. 	<ul style="list-style-type: none"> product labels and price tickets ticketing and pricing equipment organisational food display guidelines relevant documentation: <ul style="list-style-type: none"> organisational policies and procedures as listed in the Knowledge Evidence food safety guidelines as applicable to specific food products. 	
SIRRMER003 Coordinate visual merchandising activities	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace 	<ul style="list-style-type: none"> retail display equipment and props. 	<ul style="list-style-type: none"> a range of retail merchandise. 	<ul style="list-style-type: none"> product labels and price tickets ticketing and pricing equipment relevant documentation: 	<ul style="list-style-type: none"> team members; these can be: <ul style="list-style-type: none"> individuals in an industry workplace, or

	<ul style="list-style-type: none"> • a simulated industry environment. • display areas. 			<ul style="list-style-type: none"> ○ organisational visual merchandise display guidelines ○ organisational policies and procedures for: <ul style="list-style-type: none"> – merchandise labelling and pricing – required stock levels – merchandise rotation and replenishment ○ relevant industry codes of practice, legislation and statutory requirements for coordinating merchandise presentation: <ul style="list-style-type: none"> – Australian consumer law – work health and safety (WHS) 	<ul style="list-style-type: none"> ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
SIRRMER004 Develop visual merchandising creative concepts	<p>Skills must be demonstrated in a service industries environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • digital and non-digital tools for creating visual representation of design ideas. 		<ul style="list-style-type: none"> • visual merchandising design briefs • sources of information on current local and global visual merchandising trends. 	<ul style="list-style-type: none"> • stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> ○ stakeholders in an industry workplace, or ○ stakeholders who participate in role plays or

					simulated activities, set up for the purpose of assessment, in a simulated industry environment.
SIRRMER005 Implement visual merchandising concepts	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> visual merchandising concept visual merchandising concept performance data. 	
SIRRMER006 Achieve visual merchandising targets	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational visual merchandising targets visual merchandising performance results. 	
SIRRMER007 Design and install visual merchandising displays	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. A display space	<ul style="list-style-type: none"> display supplies: <ul style="list-style-type: none"> materials power tools product display equipment equipment fixtures. 		<ul style="list-style-type: none"> visual merchandising style guidelines and standards visual merchandising concept. 	

SIRRMER008 Plan and style merchandise photo shoots	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> photo shoot resources: <ul style="list-style-type: none"> location props talent merchandise lighting equipment photographer and equipment. 		<ul style="list-style-type: none"> photo shoot brief. 	
SIRRMER009 Plan and organise display lighting	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. A space to install lighting	<ul style="list-style-type: none"> lighting equipment. 		<ul style="list-style-type: none"> visual merchandising concept. 	
SIRRMER010 Style using visual merchandising aids	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> visual merchandising aids: <ul style="list-style-type: none"> mannequins fixtures: <ul style="list-style-type: none"> wall free-standing props equipment for assembling visual merchandising aids. 	<ul style="list-style-type: none"> merchandise for use in styling visual merchandising aids 	<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> organisational work health and safety procedures relevant to the use of visual merchandising aids visual merchandising concept manufacturer instructions for the assembly and installation of visual merchandising aids organisational policies and procedures relating to: <ul style="list-style-type: none"> mannequins safety 	

SIRRMER011 Design and install merchandise signage	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. A space for signage installation	<ul style="list-style-type: none"> signage production supplies: <ul style="list-style-type: none"> materials design tools: <ul style="list-style-type: none"> digital non-digital. 	<ul style="list-style-type: none"> storage. organisational style guidelines and standards. 	
SIRRMER012 Develop retail space and product management plans	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> digital design software. 	<ul style="list-style-type: none"> store designs and dimensional data organisational style guidelines related to space and product management. 	
SIRRMER013 Develop visual merchandising guidelines	Skills must be demonstrated in a service industries environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> digital design tools. 	<ul style="list-style-type: none"> templates and formats for visual merchandising guidelines. 	
Merchandise Management (MRM)				
SIRRMRM001 Plan merchandise buying strategy	Skills must be demonstrated in a retail environment. This can be:		<ul style="list-style-type: none"> past performance data organisational marketing calendar store opening and closing information 	<ul style="list-style-type: none"> stakeholders and suppliers with whom the individual can

	<ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • sales data. 	<p>interact; these can be:</p> <ul style="list-style-type: none"> ○ stakeholders and suppliers in an industry workplace, or ○ people who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
SIRMRM002 Develop a merchandise strategy	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ retail organisational strategy and direction ○ merchandise performance data • sources of information related to the internal and external operating environments of a retail organisation. 	
SIRMRM003 Conduct a post-trade analysis	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • templates for post-trade analysis reporting • financial and performance information, for one product category, from six-month trading period: <ul style="list-style-type: none"> ○ financial performance ○ supplier performance 	

				<ul style="list-style-type: none"> ○ competitor activity ○ promotional performance ○ product performance. 	
SIRMRM004 Develop a merchandise financial plan	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ merchandise strategy ○ post-trade analysis data ○ in-trade performance data • templates and software for merchandise financial planning. 	
SIRMRM005 Develop a category financial plan	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • software for merchandise category planning. 		<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ merchandise financial plan ○ in-trade performance data • templates for merchandise category planning. 	
SIRMRM006 Plan a merchandise product range	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 	<ul style="list-style-type: none"> • software for merchandise range planning. 		<ul style="list-style-type: none"> • organisational documentation: <ul style="list-style-type: none"> ○ category financial plan ○ product range performance information • templates for merchandise range planning. 	
SIRMRM007 Negotiate and establish supply arrangements	<p>Skills must be demonstrated in a retail environment.</p>			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ organisational policies and procedures related 	<ul style="list-style-type: none"> • suppliers with whom the individual can interact. These can be:

	<p>This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<p>to supplier engagement</p> <ul style="list-style-type: none"> • sources of supplier information • supplier contract templates. 	<ul style="list-style-type: none"> ○ suppliers in an industry workplace, or ○ suppliers who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
SIRMRM008 Develop a merchandise promotional plan	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • organisational marketing strategy and performance information • promotional performance information. 	
SIRMRM009 Plan merchandise buying trips	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace • a simulated industry environment. 			<ul style="list-style-type: none"> • relevant documentation: <ul style="list-style-type: none"> ○ organisational merchandising strategy ○ buying trip budgets • sources of information relevant to the planning of buying trips. 	
SIRMRM010 Plan product development	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> • an industry workplace 			<ul style="list-style-type: none"> • organisational direction and objectives • customer and market information on which product development can be based 	

	<ul style="list-style-type: none"> a simulated industry environment. 			<ul style="list-style-type: none"> current sources of information detailing legal and ethical compliance requirements as related to product development templates for product development brief. 	
SIRRM011 Manage merchandise quality and compliance	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> current documentation outlining aspects of legal and ethical issues that relate to product compliance and quality templates for quality and compliance reporting. 	
Retail Financials (RTF)					
SIRRRTF001 Balance and secure point-of-sale terminal	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> point-of-sale equipment and consumables. 	<ul style="list-style-type: none"> cash. 	<ul style="list-style-type: none"> organisational policies and procedures for point-of-sale balancing financial transaction documentation for non-cash sales. 	
SIRRRTF002 Monitor retail store financials	<p>Skills must be demonstrated in a retail environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> relevant documentation: <ul style="list-style-type: none"> store budgets store financial reports template store financial reporting documents template store rostering documents current Plain English guidelines issued by 	

				<p>regulatory bodies covering:</p> <ul style="list-style-type: none"> - minimum workplace entitlements provided by the National Employment Standards (NES) - industrial awards for retail employees <ul style="list-style-type: none"> • organisational policies and procedures for: <ul style="list-style-type: none"> ○ rostering ○ labour spend allowance ○ schedule amendment procedures ○ shrinkage concerns ○ human resource policies and procedures relevant to staff work hours and leave entitlements ○ operational requirements of the business activity, department or event subject to rostering ○ wage budget for the business activity, department or event subject to rostering. 	
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SIRRRTF003 Drive retail profitability	Skills must be demonstrated in a retail environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational budgets and financial plans organisational financial results including: <ul style="list-style-type: none"> sales variable costs semi-variable costs. 	<ul style="list-style-type: none"> stakeholders and team members with whom the individual can interact. These can be: <ul style="list-style-type: none"> relevant personnel and team members in a retail workplace, or people who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.
Strategy (STR)					
SIRRSTR001 Undertake strategic planning in retail	Skills must be demonstrated in a retail environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 			<ul style="list-style-type: none"> organisational mission, vision and values statement sources of information on internal and external operating environments. 	<ul style="list-style-type: none"> stakeholders with whom the individual can interact. These can be: <ul style="list-style-type: none"> 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.
Styling (STY)					
SIRRSTY001 Style the retail customer	Skills must be demonstrated in a retail environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 		<ul style="list-style-type: none"> range of merchandise including a complementary product range. 	<ul style="list-style-type: none"> sources of product information: <ul style="list-style-type: none"> organisational product information and price lists supplier brochures, information sheets and price lists organisational policies and procedures relating to the sale of products and services. 	<ul style="list-style-type: none"> customers with varying styling requirements. These can be: <ul style="list-style-type: none"> 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.
Wholesale (W)					
Finance (FIN)					
SIRWFIN001 Complete debtor processes	Skills must be demonstrated in a wholesale environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> a computerised business financial system, associated documentation and customer records. 		<ul style="list-style-type: none"> organisational policies and procedures for financial administration. 	<ul style="list-style-type: none"> customers. These can be: <ul style="list-style-type: none"> 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.
Sales (SLS)					
SIRWSLS001 Process product and service data	Skills must be demonstrated in a wholesale environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> a computerised business sales system and associated documentation, product information and customer records. 		<ul style="list-style-type: none"> organisational policies and procedures for sales system administration. 	
SIRWSLS002 Analyse and achieve sales targets	Skills must be demonstrated in a wholesale environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> a business sales system. 		<ul style="list-style-type: none"> organisational business plans and objectives organisational policies and procedures for sales activities. 	
SIRWSLS003 Build sales of branded products	Skills must be demonstrated in a wholesale environment. This can be: <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> a business sales system. 		<ul style="list-style-type: none"> organisational business plans and objectives organisational policies and procedures for sales activities sources of market information relevant to the product and customers. 	

SIRWSLS004 Optimise customer and territory coverage	<p>Skills must be demonstrated in a wholesale environment. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment. 	<ul style="list-style-type: none"> a business sales system. 		<ul style="list-style-type: none"> organisational business plans and objectives organisational policies and procedures for sales activities. 	<ul style="list-style-type: none"> customers with different requirements.
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