

# SIR30112 Certificate III in Community Pharmacy

## Modification History

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

Release	Comments
Release 2	Updated imported unit: <ul style="list-style-type: none"><li>BSBWOR301B Organise personal work priorities and development</li></ul>
First Release	SIR30112 replaces SIR30107 Certificate III in Community Pharmacy as the intent of the qualification remains unchanged.  The total number of units required to complete this qualification has decreased from 34 to 26.  The number of core units has decreased from 21 to 17.  The number of elective units has decreased from 13 to 9.

## Description

This qualification reflects the role of individuals who apply pharmacy product and service knowledge along with retail skills to provide service to customers in a community pharmacy environment. Work is undertaken with some autonomy but under the supervision of a pharmacist.

The structure of this qualification recognises the diversity of business models that characterise the community pharmacy industry. It supports multi-skilling and participation in work teams as appropriate to the size and structure of the business.

### Job roles

Individuals with this qualification are able to perform pharmacy assistant roles, such as:

- communicating with customers to identify needs
- accepting and delivering prescriptions to and from customers
- applying specialised product knowledge to recommend and supply pharmacy products and services to customers
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- recognising and acting on situations or requests that require referral to a pharmacist
- assisting in the dispensary
- creating and maintaining displays
- merchandising products and performing stock control.

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway and is not recommended for VET in Schools delivery.

### **Pathways into the qualification**

People may enter this qualification with limited or no vocational experience and without a lower level qualification, or they may have previously completed a Certificate II qualification.

### **Pathways from the qualification**

After achieving this qualification, people may progress to a Certificate IV in Community Pharmacy or to Certificate IV qualifications in other service industry fields.

## **Licensing/Regulatory Information**

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	Use communication skills to establish customer requirements, answer questions and provide information on pharmacy products and services. Communicate about highly personal and sensitive information that requires empathy, tact and confidentiality. Manage difficult, elderly, ill or drug affected customers. Be familiar with technical terms used to describe products and/or used in product and health care information.
Teamwork	Work closely with the pharmacist to assist in managing the sale of appropriate products and services to community pharmacy customers. This may include supporting other pharmacy team members to carry out their role as required and according to business size and structure.
Problem-solving	Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Source information and services to meet customer needs and requests. This involves evaluating product information, for example, to distinguish between hearsay and evidence-based product information to support appropriate customer choices.
Initiative and enterprise	Use initiative in identifying the most appropriate products and services for customers and to maintain current knowledge of product range and market trends. Opportunities for initiative and enterprise occur within established business procedures and protocols and with reference to the pharmacist.
Planning and organising	Operate within the boundaries of their job role, established by legislation, guidelines and business protocols and procedures. Assist the pharmacist in managing the sale of products including scheduled medicines. This can include managing information systems, stock management and display and ensuring that procedures and protocols are implemented.
Self-management	Understand the legal context, including the boundaries of the job role and also an awareness of the special requirements for selling medicines and managing scheduled medicines. This involves a detailed understanding of the roles and responsibilities of the pharmacy assistant and how these relate to the role of the pharmacist. Take responsibility for their own time management and actively seek and respond to advice and feedback.

Learning	Maintain current knowledge about the products and services sold by their pharmacy. Access a range of sources of information and expertise to update their own knowledge and provide current information to customers.
Technology	Use computer based point-of-sale, information and database systems. Sell a range of products including kits, aids and equipment. Explain how these items operate. Assist the customer in appropriate selection depending on their need or capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

## Packaging Rules

To achieve a Certificate III in Community Pharmacy 26 units must be completed:

- 17 core units
- 9 elective units:
  - 5 units must be selected from Group A – Pharmacy Support
  - the remaining 4 units may be selected from:
    - Group B – General Elective Units, or
    - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 2, 3 or 4 in the parent Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
HLTIN301C	Comply with infection control policies and procedures
HLTCSD306C	Respond effectively to difficult or challenging behaviour
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions
SIRCPPK310	Assist customers with analgesic and anti-inflammatory products
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXINV001A	Perform stock control procedures

SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
<b>Elective Group A – Pharmacy Support</b>	
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary medicines
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK311	Assist customers seeking baby or infant care medicines and products
SIRCPPK312	Assist customers seeking sexual health medicines and products
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
<b>Elective Group B – General Elective units</b>	
<b>Client and Customer Service</b>	
SIRXCCS203	Promote loyalty programs
<b>Computer Operations and ICT Management</b>	
SIRXICT303	Operate retail information technology systems
<b>Dispensary</b>	
SIRCDIS302	Deliver medicines to customers outside the pharmacy

SIRCDIS303	Assist in dispensing prescriptions
<b>Finance</b>	
SIRXFIN201	Balance and secure point-of-sale terminal
<b>Health Care Support</b>	
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary medicines
<b>Inventory</b>	
SIRXINV002A	Maintain and order stock
<b>Medical Services Administration</b>	
BSBMED301B	Interpret and apply medical terminology appropriately
<b>Management</b>	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
<b>Marketing and Promotion</b>	
SIRXMPR002A	Provide marketing and promotion program support
<b>Merchandising</b>	
SIRXMER201	Merchandise products
SIRXMER202	Plan, create and maintain displays
<b>Pharmacy Product Knowledge</b>	
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and

	supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK311	Assist customers seeking baby or infant care medicines and products
SIRCPPK312	Assist customers seeking sexual health related medicines and products
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
<b>Skin Services</b>	
SIBBSKS201A	Pierce ears
<b>Sales</b>	
SIRXSLS201	Sell products and services
<b>Sustainability</b>	
BSBSUS201A	Participate in environmentally sustainable work practices
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction
<b>Workplace Effectiveness</b>	
BSBWOR301B	Organise personal work priorities and development



# SIR30212 Certificate III in Retail Operations

## Modification History

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

Release	Comments
Release 2	Editorial updates.
First Release	<p>SIR30212 replaces, and is equivalent to SIR30207 as the intent of the qualification remains unchanged.</p> <p>The total number of units required complete this qualification has increased from 10 to 14 units</p> <p>The number of core units has increased from 3 to 6 units.</p> <p>The number of elective units has increased from 7 to 8 units.</p>

## Description

This qualification provides the skills and knowledge for an individual to be competent in retail operations.

Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

### Job roles

Individuals with this qualification are able to perform roles, such as:

- provide in-depth product and service advice in a retail environment
- sell products and services in a variety of retail settings
- service the point-of-sale area
- organise and maintain work areas and displays
- carry out specific responsibilities, such as merchandising.

### Possible job titles

- sales assistant
- senior sales assistant
- customer service assistant
- point-of-sale operator

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway and is also appropriate for VET in Schools (VETiS) delivery.

### **Pathways from the qualification**

After achieving SIR30212 Certificate III in Retail Operations, individuals may undertake:

- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales
- SIR40212 Certificate IV in Retail Management
- SIR50112 Diploma of Retail Management
- SIR50212 Diploma of Visual Merchandising.

## **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

## **Entry Requirements**

To undertake this qualification, individuals will have previous retail experience in roles, such as:

- applying point-of-sale handling procedures
- interacting with customers
- operating retail technology
- performing stock control procedures
- applying safe work practices
- communicating in the workplace
- minimising theft.

Examples of evidence of retail experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail operational experience.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values</li> <li>▶ persuade customers to purchase goods by communicating their features and benefits</li> <li>▶ regularly give verbal instructions and carry out verbal instructions from other team members and supervisors</li> <li>▶ read and interpret simple workplace documents</li> <li>▶ complete written workplace forms and share work-related information with other team members</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▶ participate in retail store teams, working independently to complete own tasks and also supporting other team members where appropriate</li> <li>▶ lead small retail teams where required in the context of the job role, mentoring and supporting other team members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>▶ demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible</li> <li>▶ solve a range of operational retail store problems individually or in the context of a team structure where, after clarification, existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>▶ look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role</li> <li>▶ translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level</li> </ul>

Planning and organising	<ul style="list-style-type: none"> <li>▶ establish and communicate clear goals and deliverables for self and team members in the context of organisational objectives and the current store situation</li> <li>▶ coordinate resources to ensure that work is carried out according to timelines and priorities</li> <li>▶ coordinate and implement changes arising from continuous improvement processes</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>▶ understand how a personal job role fits into the context of the wider business values and directions</li> <li>▶ work within the store culture by practising inclusive behaviour</li> <li>▶ manage personal presentation, hygiene and time</li> <li>▶ prioritise and complete delegated tasks</li> <li>▶ maintain own knowledge of the job role</li> <li>▶ review own performance and actively seek and act on advice and guidance</li> </ul>
Learning	<ul style="list-style-type: none"> <li>▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best</li> <li>▶ seek opportunities for formal education in the context of a current role or future retail job opportunities</li> <li>▶ accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures</li> <li>▶ recognise and report faulty equipment and follow workplace health and safety procedures</li> </ul>

## Packaging Rules

14 units must be completed:

- 6 core units
- 8 elective units:
  - a minimum of 5 units must be selected from the elective unit list below
  - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

<b>Core units</b>	
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXSLS201	Sell products and services
SIRXSLS303	Build relationships with customers
SIRXWHS101	Apply safe work practices
SIRXWHS302	Maintain store safety
<b>Elective units</b>	
<b>Administration</b>	
SIRXADM002A	Coordinate retail office
<b>Cleaning and Maintenance</b>	
SIRXCLM101	Organise and maintain work areas
<b>Client and Customer Service</b>	
SIRXCCS201	Apply point-of-sale handling procedures

SIRXCCS202	Interact with customers
SIRXCCS203	Promote loyalty programs
SIRXCCS304	Coordinate interaction with customers
<b>Communication</b>	
SIRXCOM202	Communicate with customers using technologies
<b>Computer Operations and ICT Management</b>	
SIRXICT001A	Operate retail technology
SIRXICT303	Operate retail information technology systems
<b>Finance</b>	
SIRXFIN003A	Produce financial reports
SIRXFIN201	Balance and secure point-of-sale terminal
<b>Food Safety</b>	
SIRRFSA302	Monitor food safety program
<b>Inventory</b>	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
<b>Management and Leadership</b>	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
<b>Marketing and Public Relations</b>	
SIRXMPR001A	Profile a retail market
<b>Merchandising</b>	
SIRXMER202	Plan, create and maintain displays

SIRXMER303	Coordinate merchandise presentation
SIRXMER304	Present products
<b>Product Knowledge</b>	
SIRRRPK006A	Recommend liquor products
SIRRRPK007A	Recommend and fit clothing or footwear products and services
SIRRRPK008A	Recommend jewellery products and services
SIRRRPK009A	Recommend toddler and baby products
SIRRRPK010A	Recommend home and home improvement products and services
SIRRRPK011A	Recommend books or newsagency services
SIRRRPK012A	Recommend business and leisure products and services
SIRRRPK013A	Hire and sell video and DVD products and services
SIRRRPK214	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
<b>Quality and Innovation</b>	
SIRXQUA001A	Develop innovative ideas at work
<b>Retail Food</b>	
SITHFAB009A	Provide responsible service of alcohol
<b>Retail Post</b>	
SIRRPOS004A	Handle customer interviews and applications
<b>Risk Management and Security</b>	
SIRXRSK201	Minimise loss
<b>Sales</b>	

SIRWSLS301	Build sales relationships
SIRWSLS302	Process product and service data
SIRWSLS303	Analyse and achieve sales targets
SIRWSLS304	Build sales of branded products
SIRXSLS002A	Advise on products and services
SIRXSLS304	Coordinate sales performance



## SIR30312 Certificate III in Retail Supervision

### Modification History

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

Release	Comments
Release 2	Editorial updates
First Release	<p>SIR30312 is a new qualification and has been developed to reflect the role of a retail supervisor.</p> <p>The total number of units required complete this qualification is 12 units.</p> <p>The number of core units - 6</p> <p>The number of elective units - 6</p>

## Description

This qualification provides the skills and knowledge for an individual to be competent in retail supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals will have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

### Job roles

Individuals with this qualification are able to perform roles, such as:

- provide in-depth product and service advice in a retail environment
- sell products and services in a variety of retail settings
- supervise a point-of-sale area
- lead a team preparing and selling items
- lead a team within a large store or supermarket
- act as an assistant to a manager of a small to medium sized store
- organise and maintain work areas and displays
- carry out specific responsibilities, such as merchandising.

### Possible job titles

- senior sales assistant
- crew leader
- shift manager
- team leader
- store supervisorpoint-of-sale supervisor
- merchandise coordinator

## Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway but is **not appropriate** for VET in Schools (VETiS) delivery.

### Pathways from the qualification

After achieving SIR30312 Certificate III in Retail Supervision, individuals may undertake:

- SIR30412 Certificate III in Business-to-Business Sales
- SIR40212 Certificate IV in Retail Management
- SIR50112 Diploma of Retail Management.

## Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

## **Entry Requirements**

To undertake this qualification, individuals will have previous retail experience in roles such as:

- providing customer service
- providing product service advice
- point-of-sale function
- organising work areas and displays
- merchandising products
- organising and performing stock control procedures
- applying safe work practices

Examples of evidence of retail experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail operational experience.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values</li> <li>▶ persuade customers to purchase goods by communicating their features and benefits</li> <li>▶ regularly give verbal instructions and carry out verbal instructions from other team members and supervisors</li> <li>▶ read and interpret simple workplace documents</li> <li>▶ complete written workplace forms and share work-related information with other team members</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▶ participate in retail store teams, working independently to complete own tasks and also support other team members where appropriate</li> <li>▶ lead small retail teams where required in the context of the job role, mentoring and supporting other team members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>▶ demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible</li> <li>▶ solve a range of operational retail store problems individually or in the context of a team structure where, after clarification, existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>▶ look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role</li> <li>▶ translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level</li> </ul>

Planning and organising	<ul style="list-style-type: none"> <li>▶ establish and communicate clear goals and deliverables for self and team members in the context of organisational objectives and the current store situation</li> <li>▶ coordinate resources to ensure that work is carried out according to timelines and priorities</li> <li>▶ coordinate and implement changes arising from continuous improvement processes</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>▶ understand how a personal job role fits into the context of the wider business values and directions</li> <li>▶ work within the store culture by practising inclusive behaviour</li> <li>▶ manage personal presentation, hygiene and time</li> <li>▶ prioritise and complete delegated tasks</li> <li>▶ maintain own knowledge of the job role</li> <li>▶ review own performance and actively seek and act on advice and guidance</li> </ul>
Learning	<ul style="list-style-type: none"> <li>▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best</li> <li>▶ seek opportunities for formal education in the context of a current role or future retail job opportunities</li> <li>▶ accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures</li> <li>▶ recognise and report faulty equipment and follow workplace health and safety procedures</li> </ul>

## Packaging Rules

12 units must be completed:

- 6 core units
- 6 elective units:
  - a minimum of 3 units must be selected from the elective unit list below
  - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

<b>Core units</b>	
SIRXCCS304	Coordinate interaction with customers
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
SIRXRSK002A	Maintain store security
SIRXSLS304	Coordinate sales performance
SIRXWHS302	Maintain store safety
<b>Elective units</b>	
<b>Administration</b>	
SIRXADM002A	Coordinate retail office
<b>Client and Customer Service</b>	
SIRXCCS203	Promote loyalty programs
<b>Communication</b>	
SIRXCOM202	Communicate with customers using technologies
<b>Computer Operations and ICT Management</b>	
SIRXICT303	Operate retail information technology systems
<b>Finance</b>	
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXFIN003A	Produce financial reports
<b>Food Safety</b>	
SIRRFSA302	Monitor food safety program

<b>Inventory</b>	
SIRXINV002A	Maintain and order stock
<b>Marketing and Public Relations</b>	
SIRXMPR001A	Profile a retail market
<b>Merchandising</b>	
SIRXMER202	Plan, create and maintain displays
SIRXMER303	Coordinate merchandise presentation
SIRXMER304	Present products
<b>Product Knowledge</b>	
SIRRRPK006A	Recommend liquor products
SIRRRPK007A	Recommend and fit clothing or footwear products and services
SIRRRPK008A	Recommend jewellery products and services
SIRRRPK009A	Recommend toddler and baby products
SIRRRPK010A	Recommend home and home improvement products and services
SIRRRPK011A	Recommend books or newsagency services
SIRRRPK012A	Recommend business and leisure products and services
SIRRRPK013A	Hire and sell video and DVD products and services
SIRRRPK214	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
<b>Quality and Innovation</b>	
SIRXQUA001A	Develop innovative ideas at work
<b>Retail Food</b>	

SITHFAB009A	Provide responsible service of alcohol
<b>Retail Post</b>	
SIRRPOS004A	Handle customer interviews and applications
<b>Sales</b>	
SIRWSLS301	Build sales relationships
SIRWSLS302	Process product and service data
SIRWSLS303	Analyse and achieve sales targets
SIRWSLS304	Build sales of branded products
SIRXSLS201	Sell products and services
SIRXSLS303	Build relationships with customers
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction
<b>Working in Industry</b>	
BSBINN201A	Contribute to workplace innovation



## **SIR30412 Certificate III in Business to Business Sales**

### **Modification History**

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

<b>Release</b>	<b>Comments</b>
Release 2	Updated imported units: <ul style="list-style-type: none"><li>• BSBCCO301B Use multiple information systems</li><li>• BSBCCO304C Provide sales solutions to customers</li></ul>
First Release	<p>SIR40212 is a new qualification and has been developed to reflect the roles within the business to business environment.</p> <p>The total number of units required complete this qualification is 10 units.</p> <p>The number of core units - 5</p> <p>The number of elective units - 6</p>

## Description

This qualification provides the skills and knowledge for an individual to be competent in the selling of products to other businesses and the building of strong business-to-business relationships. The qualification covers the need to operate effectively and manage sales within a territory. Customer relationship management and effective coordination of the provision of service to the customer are essential for success. The demonstration of communication and administration skills to deliver efficient service is required.

### Job roles

Individuals with this qualification are able to perform roles, such as:

- provide face-to-face and telephone product and service advice in a wholesale or business-to-business sales setting
- work as an inside salesperson in a variety of business-to-business settings
- work as a sales representative calling on established customers and cold calling to build new business
- use computers as part of business and e-commerce processes
- process purchases.

### Possible job titles

- business-to-business sales officer
- sales representative
- customer service officer
- customer sales executive
- sales counter assistant
- telephone salesperson

## Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway but **not appropriate** for VET in Schools (VETiS) delivery.

### Pathways from the qualification

After achieving SIR30412 Certificate III in Business-to-Business Sales, individuals may undertake:

- SIR40212 Certificate IV in Retail Management
- SIR50112 Diploma of Retail Management.

## Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

## **Entry Requirements**

To undertake this qualification, individuals will have retail operational or business-business experience in roles such as:

- providing face-to-face and telephone product and service advice
- selling products and services in variety of business settings
- using computers as part of business and e-commerce processes
- processing purchases
- performing stock control procedures
- picking and processing orders.

Examples of evidence of business-to-business sales experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail operational experience.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive sales experience that reflects business values</li> <li>▶ persuade customers to purchase goods by communicating their features and benefits</li> <li>▶ regularly give verbal instructions and carry out verbal instructions from other team members and supervisors</li> <li>▶ read and interpret simple workplace documents</li> <li>▶ complete written workplace forms and share work-related information with other team members</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▶ participate in business-to-business operation teams, working independently to complete own tasks and also supporting other team members where appropriate</li> <li>▶ lead small teams where required in the context of the job role, mentoring and supporting other team members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>▶ demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible</li> <li>▶ solve a range of operational problems individually or in the context of a team structure where, after clarification, existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>▶ look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role</li> <li>▶ translate ideas into action by positively accepting and adapting to changes in operational procedures or arrangements</li> </ul>

Planning and organising	<ul style="list-style-type: none"> <li>▶ establish and communicate clear goals and deliverables for self and team members in the context of organisational objectives and the current business situation</li> <li>▶ coordinate resources to ensure that work is carried out according to timelines and priorities</li> <li>▶ coordinate and implement changes arising from continuous improvement processes</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>▶ understand how a personal job role fits into the context of the wider business values and directions</li> <li>▶ work within the business culture by practising inclusive behaviour</li> <li>▶ manage personal presentation, hygiene and time</li> <li>▶ prioritise and complete delegated tasks</li> <li>▶ maintain own knowledge of the job role, review own performance and actively seek and act on advice and guidance</li> </ul>
Learning	<ul style="list-style-type: none"> <li>▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best</li> <li>▶ seek opportunities for formal education in the context of a current role or future business-to-business job opportunities</li> <li>▶ accept opportunities to learn new ways of doing things and share knowledge and skills with other business team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>▶ select and use computers and a range of other technology applications according to available equipment and business procedures</li> <li>▶ recognise and report faulty equipment and follow workplace health and safety procedures</li> </ul>

## Packaging Rules

10 units must be completed:

- 5 core units
- 5 elective units:
  - a minimum of 3 units must be selected from the elective unit list below
  - a maximum of 2 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

<b>Core units</b>	
SIRWSLS305	Optimise customer and territory coverage
SIRXCCS305	Maintain business-to-business relationships
SIRXIND101	Work effectively in a customer service environment
SIRXSLS303	Build relationships with customers
SIRXWHS101	Apply safe work practices
<b>Elective units</b>	
<b>Client and Customer Service</b>	
SIRXCCS304	Coordinate interaction with customers
<b>Communication</b>	
SIRXCOM202	Communicate with customers using technologies
<b>Computer Operations and ICT Management</b>	
BSBCCO301B	Use multiple information systems
BSBCCO304C	Provide sales solutions to customers
<b>Finance</b>	
SIRWFIN001A	Complete debtor processes
SIRWFIN002A	Manage debtor processes
<b>Inventory</b>	
SIRWINV301	Administer supply to a business
SIRWINV302	Monitor inventory capacity to meet demand
<b>Management and Leadership</b>	
SIRXMGT001A	Coordinate work teams

SIRXMGT002A	Maintain employee relations
<b>Marketing and Public Relations</b>	
SIRXMPR001A	Profile a retail market
SIRXMPR008A	Implement advertising and promotional activities
<b>Merchandising</b>	
SIRXMER303	Coordinate merchandise presentation
<b>Risk Management and Security</b>	
SIRXRSK002A	Maintain store security
SIRXRSK003A	Apply store security systems and procedures
<b>Sales</b>	
SIRWSLS301	Build sales relationships
SIRWSLS302	Process product and service data
SIRWSLS303	Analyse and achieve sales targets
SIRWSLS304	Build sales of branded products
SIRXSLS201	Sell products and services
SIRXSLS304	Coordinate sales performance
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction
<b>Work Health and Safety</b>	
SIRXWHS302	Maintain store safety

## SIR40112 Certificate IV in Community Pharmacy

### Modification History

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

Release	Comments
Release 3	<ul style="list-style-type: none"><li>• Editorial updates</li><li>• Added SIRCDIS301 Accept prescriptions and return dispensed medicines to customers to Electives</li></ul>
Release 2	Updated imported units: <ul style="list-style-type: none"><li>• BSBCUS401B Coordinate implementation of customer service strategies</li><li>• HLTCOM408D Use specific health terminology to communicate effectively</li><li>• HLTSL408D Perform home based assessments for sleep studies</li></ul>
First Release	<p>SIR40112 replaces SIR40107 as the intent of the qualification remains unchanged.</p> <p>The total number of units required to complete this qualification has decreased from 33 to 14.</p> <p>The number of core units has decreased from 22 to 4.</p> <p>The number of elective units has decreased from 11 to 10.</p>



## **Description**

This qualification reflects the role of individuals who apply knowledge and skills to provide leadership in the pharmacy team; working relatively autonomously under the broad supervision of the pharmacist. They may also coordinate and supervise others in the workplace. The role involves the use of a broad knowledge base incorporating some theoretical concepts and requires the identification, analysis and evaluation of information from a variety of sources.

The flexible structure of the qualification recognises the diversity of business models that characterise the community pharmacy industry. It supports multi-skilling and leading or participating in work teams as appropriate to the size and structure of the business.

### **Job roles**

Individuals with this qualification are able to perform roles, such as:

- maintaining store safety and security
- coordinating sales and customer service
- leading a team
- supervising front-of-pharmacy staff
- coordinating merchandise and pharmacy presentation
- coordinating pharmacy health promotions
- providing specialised pharmacy product advice
- providing health care support services
- assisting a pharmacist in dispensary operations and administration
- coordinating stock control requirements for the pharmacy
- coordinating the administration of the pharmacy quality program.

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway.

### **Preferred Pathway**

The preferred pathway for candidates entering this qualifications is the:

- SIR30112 Certificate III in Community Pharmacy.

## **Licensing/Regulatory Information**

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

## **Entry Requirements**

In the absence of this qualification, the following entry requirements apply.

The candidate must demonstrate employment experience in a community pharmacy setting, demonstrating the following skills:

- communicating with customers to identify needs
- accepting and delivering prescriptions to and from customers
- applying current specialised product knowledge to recommend and supply pharmacy products and services to customers
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- recognising and acting on situations or requests that require referral to a pharmacist
- creating and maintaining displays
- merchandising products and performing stock control.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	Apply communication skills to provide instruction and feedback, mentor others in the workplace and co-ordinate customer service. Interact with customers who may be elderly, ill or drug affected, often about highly personal and sensitive matters requiring empathy, tact and confidentiality. Be familiar with technical terms used to describe products and/or used in product and health care information.
Teamwork	Effectively participate in community pharmacy teams, working closely with the pharmacist and other members of the staff team (according to business size). Lead front of pharmacy teams where required in the context of the job role. Mentor workplace procedures and protocols to others, provide leadership and support team members to carry out their role.
Problem-solving	Demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible. Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Respond to staffing and resource issues, investigate and resolve stock discrepancies and respond to customer requests.
Initiative and enterprise	Use initiative in identifying the most appropriate products and services for customers and maintain current knowledge of product range and market trends. Opportunities for initiative and enterprise occur within established business procedures and protocols and with reference to the pharmacist. Those responsible for marketing and merchandising develop and coordinate promotional strategies for community pharmacy products.
Planning and organising	Support the pharmacist in planning and providing a safe and secure work environment and overseeing implementation of work procedures and protocols consistent with legislative, business and customer requirements. Identify and source required resources to support management of sales and customer service. Schedule work activities, co-ordinate inputs of specialist service providers and ensure that the required resources are available for the staff team to deliver business outcomes.
Self-	Understand how a personal job role fits into the context of the wider

management	business values and directions. Manage own time and oversee or establish schedules and routines for others in consultation with the pharmacist and/or other staff. Understand the legal context, including the boundaries of the job role and also an awareness of the special requirements for selling medicines and managing scheduled medicines. This involves a detailed understanding of the roles and responsibilities of the pharmacy assistant and how these relate to the role of the pharmacist.
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. Maintain current knowledge of market trends and products and services that could be sold by the pharmacy. Access a range of sources of information and expertise to update personal knowledge and provide current information to customers. Make current product knowledge available to other team members.
Technology	Update and maintain computer-based information and database systems. Sell a range of health care products including kits, aids and equipment. Understand how these items operate, to assist the customer in appropriate selection depending on their need/capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

## Packaging Rules

14 units must be completed:

- 4 core units
- 10 elective units:
  - all 4 units from one of the following elective groups:
    - Group A – Front of Pharmacy Supervision
    - Group B – Health Care Support
    - Group C – Community Pharmacy Dispensary
    - Group D – Stock Control.
  - the remaining 6 units:
    - 3 must be selected from Group E - General Elective Units
    - a maximum of 3 units may be selected from SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 4 or 5 in the parent Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

<b>Core units</b>	
HLTCSD306C	Respond effectively to difficult or challenging behaviour
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRXWHS302	Maintain store safety
SIRXMGT003A	Lead and manage people
<b>Elective Group A – Front of Pharmacy Supervision</b>	
SIRCMER401	Market and promote a pharmacy products and services area
SIRXCCS304	Coordinate interaction with customers
SIRXMGT001A	Coordinate work teams
SIRXSLS304	Coordinate sales performance
<b>Elective Group B – Health Care Support</b>	
SIRCHCS407	Test blood pressure and advise on self-monitoring
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management

SIRCHCS409	Advise on diet, nutrition and weight-management products and services
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews
<b>Elective Group C – Community Pharmacy Dispensary</b>	
SIRCDIS303	Assist in dispensing prescriptions
SIRCDIS404	Assist in dispensary stock control
SIRCDIS405	Assist in dispensary administration
SIRCDIS406	Assist in preparing dose administration aids
<b>Elective Group D – Stock Control</b>	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
<b>Elective Group E – General Elective units</b>	
<b>Client and Customer Service</b>	
BSBCUS401A	Coordinate implementation of customer service strategies
SIRXCCS304	Coordinate interaction with customers
SIRXCCS406	Provide customer service for high value and complex sales
SIRXCCS408	Build retail relationships and sustain customer loyalty
<b>Communication and Teamwork</b>	
HLTCOM408C	Use specific health terminology to communicate effectively
BSBRES401A	Analyse and present research information
<b>Dispensary</b>	
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers

SIRCDIS303	Assist in dispensing prescriptions
SIRCDIS404	Assist in dispensary stock control
SIRCDIS405	Assist in dispensary administration
SIRCDIS406	Assist in preparing dose administration aids
SIRCDIS407	Assist in preparing extemporaneous prescriptions
SIRCDIS408	Coordinate service to patients in residential care settings
<b>Finance</b>	
BSBFIA302A	Process payroll
SIRXFIN003A	Produce financial results
<b>Health Care Support</b>	
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
HLTHIR404D	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTSL408C	Perform home based assessments for sleep studies
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary medicines
SIRCHCS407	Test blood pressure and advise on self-monitoring
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management
SIRCHCS409	Advise on diet, nutrition and weight-management products and services
SIRCHCS410	Advise on pregnancy and maternal health products and services

SIRCHCS411	Advise on wound care products and self-care
SIRCHCS412	Provide Australian Needle and Syringe Program services
SIRCHCS413	Supply and hire aids and equipment to support home health care
SIRCHCS414	Support the management of obstructive sleep apnoea
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews
<b>Human Resources</b>	
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel
<b>Infection Control</b>	
HLTIN301C	Comply with infection control policies and procedures
HLTIN402C	Maintain infection control standards in office practice settings
<b>Inventory</b>	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
<b>Merchandising</b>	
SIRCMER401	Market and promote a pharmacy products and services area
SIRXMER405	Manage store presentation and pricing
<b>Management and Leadership</b>	
BSBMGT403A	Implement continuous improvement
BSBMGT405A	Provide personal leadership
SIRXMGT002	Maintain employee relations



<b>Quality and Innovation</b>	
SIRCQUA401	Coordinate a pharmacy quality system
<b>Risk Management and Security</b>	
SIRXRSK002A	Maintain store security
<b>Sales</b>	
SIRXSLS303	Build relationships with customers
SIRXSLS304	Coordinate sales performance
<b>Sustainability</b>	
BSBSUS301A	Implement and monitor environmentally sustainable work practices
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEDEL404A	Mentor in the workplace

# SIR40212 Certificate IV in Retail Management

## Modification History

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

Release	Comments
Release 2	Updated imported unit: <ul style="list-style-type: none"><li>• BSBCUS401B Coordinate implementation of customer service strategies</li></ul>
First Release	SIR40212 replaces, and is equivalent to SIR40207 as the intent of the qualification remains unchanged.  The total number of units required complete this qualification remains at 10 units.  The number of core units remains at 3.  The number of elective units remains at 7.

## Description

This qualification provides the skills and knowledge for an individual to be competent in frontline management skills of those working in a retail or business-to-business environment. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small business-to-business outlet, or a section or department within a larger business or franchise.

### Job roles

Individuals with this qualification are able to perform roles, such as:

- manage a small to medium sized retail store group or franchise outlet
- manage an independent retail store
- manage a business-to-business outlet
- departmental or section management in a retail or business-to-business enterprise
- functional management roles, such as merchandise management
- manage an inside or outside sales team in a business-to-business company.

### Possible job titles

- department manager
- merchandise manager
- customer service manager
- shift manager
- small business retail owner

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway but is **not appropriate** for VET in Schools (VETiS) delivery.

### **Pathways from the qualification**

After achieving SIR40212 Certificate IV in Retail Management, individuals may undertake:

- SIR50112 Diploma of Retail Management
- SIR80112 Vocational Graduate Certificate in Retail Leadership.

## **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

## **Entry Requirements**

To undertake this qualification, individuals will have previous retail supervisory experience in roles such as:

- customer service
- supervising work teams and employee relations
- sales performance
- store safety and security.

Examples of evidence of retail management experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail management experience.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>▶ negotiate effectively with team members and other managers on business values, directions and day-to-day operational matters</li> <li>▶ read, analyse and communicate workplace information to team members and other managers</li> <li>▶ write reports and complete business documentation in the context of the job role</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▶ lead a retail or business-to-business team, mentoring and supporting team members in the context of a retail supervision or management role</li> <li>▶ participate in wider retail business supervisory/management teams, working independently to complete own tasks and also supporting other team members where appropriate</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>▶ implement customer service strategies anticipating problems and acting to mitigate where possible</li> <li>▶ solve a range of operational retail or business-to-business operational business problems, individually or in the context of a wider team management structure</li> <li>▶ clarify issues and apply existing policies and infrastructure to source information and resources and develop practical and sustainable solutions</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>▶ create an operational business team customer service and continuous improvement environment across all performance areas</li> <li>▶ provide positive feedback, encourage team to do things better and be personally receptive to team members' ideas</li> <li>▶ translate ideas into action by positively accepting and initiating changes in procedures or arrangements at the business level</li> </ul>

Planning and organising	<ul style="list-style-type: none"> <li>▶ establish and communicate clear goals and deliverables for self and team members in the context of organisational objectives and the current business situation</li> <li>▶ coordinate resources to ensure that work is carried out according to timelines and priorities</li> <li>▶ coordinate and implement changes arising from continuous improvement processes</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>▶ understand how own job role fits into the context of the wider business values and directions</li> <li>▶ work in the retail or business-to-business culture by practising inclusive behaviour</li> <li>▶ manage personal presentation, hygiene and time</li> <li>▶ prioritise and complete delegated tasks</li> <li>▶ maintain own knowledge of the job role, review own performance and actively seek and act on advice and guidance</li> </ul>
Learning	<ul style="list-style-type: none"> <li>▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best</li> <li>▶ seek opportunities for formal education in the context of a current role or future retail job opportunities</li> <li>▶ accept opportunities to learn new ways of doing things and share knowledge and skills with other business managers and team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>▶ adapt to new business-related technology skill requirements and select and use retail or other information and communications technology where relevant, to support business operations and planning in the context of key business performance objectives and personal job role</li> </ul>

## Packaging Rules

10 units must be completed:

- 3 core units
- 7 elective units:
  - a minimum of 4 units must be selected from the elective unit list below
  - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 3, 4 or 5.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

<b>Core units</b>	
SIRXMER405	Manage store presentation and pricing
SIRXMGT003A	Lead and manage people
SIRXWHS403	Provide a safe work environment
<b>Elective units</b>	
<b>Client and Customer Service</b>	
BSBCUS401B	Coordinate implementation of customer service strategies
SIRXCCS406	Provide customer service for high value and complex sales
SIRXCCS407	Develop business-to-business relationships
SIRXCCS408	Build retail relationships and sustain customer loyalty
<b>Cleaning and Maintenance</b>	
SIRXCLM402	Manage store facilities
<b>Communication</b>	
BSBRES401A	Analyse and present research information
<b>Computer Operations and ICT Management</b>	
SIRXICT404	Adopt mobile commerce applications to improve sales and

	service
<b>E-business</b>	
SIRXEBS001A	Acquire and retain online customers
SIRXEBS002A	Manage retail brands online
SIRXEBS003A	Manage and promote business to business e-commerce solutions
SIRXEBS004A	Select an e-business model
<b>Finance</b>	
BSBFIA402A	Report on financial activity
BSBSMB402A	Plan small business finances
BSBSMB406A	Manage small business finances
SIRXFIN004A	Manage financial resources
<b>Food Safety</b>	
SIRRFSA302	Monitor food safety program
<b>Governance and Legal Compliance</b>	
BSBSMB401A	Establish legal and risk management requirements of small business
SIRXGLC401	Monitor compliance with the legislative requirements for establishing a retail business
<b>Human Resource Management</b>	
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel
<b>Inventory</b>	
BSBPUR401B	Plan purchasing
BSBPUR402B	Negotiate contracts
BSBPUR403B	Conduct international purchasing

SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
SIRXINV404	Manage retail merchandise
SIRXINV407	Manage suppliers
<b>Marketing and Public Relations</b>	
BSBMKG507A	Interpret market trends and development
BSBREL402A	Build client relationships and business networks
SIRXMPR001A	Profile a retail market
SIRXMPR004A	Market products
SIRXMPR005A	Seize a business opportunity
<b>Merchandising</b>	
SIRRMER405	Produce visual merchandising signs
SIRRMER406	Design, construct and maintain props
SIRRMER407	Design merchandisers
SIRXMER303	Coordinate merchandise presentation
SIRXMER304	Present products
SIRXMER406	Monitor in-store visual merchandising displays
SIRXMER407	Plan and build visual presentations for a range of merchandise categories
<b>Product Management</b>	
SIRXPRO002A	Implement product recalls
SIRXPRO401	Maximise sales of branded products and services
<b>Quality and Innovation</b>	
SIRXQUA002A	Lead a team to foster innovation
SIRXQUA003A	Create an innovative work environment



SIRXQUA004A	Set up systems that support innovation
SIRXQUA005A	Maintain operational quality and productivity
<b>Risk Management and Security</b>	
SIRXRSK404	Control store security
<b>Sales</b>	
SIRXSLS007A	Train sales representatives team members
SIRXSLS405	Coordinate a retail operation during economic downturns
SIRXSLS406	Manage sales and service delivery
SIRXSLS410	Lead a sales representatives team
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEASS401B	Plan assessment activities and processes
TAEDEL401A	Plan, organise and deliver group-based learning
TAEDEL402A	Plan, organise and facilitate learning in the workplace