

# **SIR: Retail Services Training Package**

## **TRAINING PACKAGE**

### **Version 7.0**

## **WA NOMINAL HOURS GUIDE**

## Introduction

This Guide has been generated to enable the stakeholders in this Industry in Western Australia to participate in the managed implementation of the National SIR Retail Services Training Package.

This Guide is designed to aid Registered Training Organisations (RTOs) to convert from existing Training Package qualifications to new Training Package qualifications within the scope of their training delivery.

The Guide should be read in conjunction with the endorsed components of the Training Package

Version 7.0 of the SIR Retail Services Training Package was released by Training.Gov.Au (TGA) on the 10/11/2021

## Transition Arrangements

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications in accordance with the Standards for RTOs. For further information visit the Training Accreditation Council website [www.tac.wa.gov.au](http://www.tac.wa.gov.au)

## Nominal Hours

Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency.

Nominal hours are identified for nationally endorsed qualifications. Nominal hours may vary for a qualification depending on the selection of units of competency.

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

## Contact Details

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## Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in the industry.

National Code	National Title	Nominal Hours
SIR10116	Certificate I in Retail Services	125
SIR20116	Certificate II in Community Pharmacy	370
SIR20216	Certificate II in Retail Services	305
SIR30116	Certificate III in Community Pharmacy	595
SIR30216	Certificate III in Retail	395
SIR30316	Certificate III in Business to Business Sales	330
SIR40116	Certificate IV in Community Pharmacy	370
SIR40216	Certificate IV in Community Pharmacy Dispensary	490
SIR40316	Certificate IV in Retail Management	350
SIR50116	Diploma of Retail Leadership	555
SIR50217	Diploma of Visual Merchandising	685
SIR50317	Diploma of Retail Merchandise Management	580
SIR60221	Advanced Diploma of Visual Merchandising	785

## Skill Sets and Nominal Hours

The following table provides a summary of the skill sets and nominal hours in the industry.

National Code	National Title	Nominal Hours
SIRSS00012	Community Pharmacy Dispensary	225
SIRSS00013	Community Pharmacy Management	140
SIRSS00014	Community Pharmacy Quality Implementation	130
SIRSS00015	Online Retail Coordination	140
SIRSS00016	Ecommerce Management	215
SIRSS00017	Merchandise Management	275
SIRSS00018	Understand the use of social media for business purposes	70
SIRSS00019	Implement social media and online customer engagement	145
SIRSS00020	Manage and implement social media and online customer engagement	210
SIRSS00021	Develop an online presence for customer engagement	230
SIRSS00022	Manage disrespectful, aggressive or abusive customers	25
SIRSS00023	Participate in Work Health and Safety in Retail	155
SIRSS00024	Retail Customer Engagement	160
SIRSS00025	Retail Customer Relationship	215
SIRSS00026	Promotion and Marketing	170
SIRSS00027	People Management in Retail	135
SIRSS00028	Retail Leadership Transition	180
SIRSS00029	Result Driven Retail Operation	230
SIRSS00030	Introduction to Community Pharmacy	175
SIRSS00031	Community Pharmacy Delivery	125
SIRSS00032	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set.	50
SIRSS00033	Facilitate and supervise WHS in Retail Skill Set.	180
SIRSS00034	Supervise and Manage WHS in Retail Skill Set.	160

SIRSS00035	Retail Leadership Transition Skill Set.	205
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## Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the industry.

National Code	National Title	Nominal Hours
SIRCCCS001	Interact with pharmacy customers	40
SIRCCCS002	Provide and promote services to pharmacy customers	30
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	50
SIRCCPM002	Coordinate a pharmacy quality system	45
SIRCCPM003	Lead and develop pharmacy teams	35
SIRCCPM004	Manage pharmacy sales and service delivery	35
SIRCCPM005	Manage pharmacy premises, equipment and merchandise	30
SIRCCPM006	Develop a pharmacy product and service range	40
SIRCDIS001	Assist customers with prescriptions	35
SIRCDIS002	Deliver medicines to customers outside the pharmacy	20
SIRCDIS003	Assist in dispensing prescriptions	50
SIRCDIS004	Assist in preparing dose administration aids	40
SIRCDIS005	Assist in preparing extemporaneous prescriptions	60
SIRCDIS006	Maintain dispensary stock	30
SIRCDIS007	Administer dispensary computer systems and claims	35
SIRCDIS008	Coordinate service to residential care facilities	25
SIRCHCS001	Support the management of obstructive sleep apnoea	30
SIRCHCS002	Supply and hire home health care aids and equipment	20
SIRCHCS003	Test blood pressure and advise on self-monitoring	50
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	50
SIRCHCS005	Provide Australian Needle and Syringe Program services	15
SIRCHCS006	Coordinate pharmacy health promotions	20
SIRCIND001	Work effectively in a community pharmacy	30

SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	35
SIRCINF001	Use pharmacy practices for infection control	45
SIRCPPA001	Assist customers with vitamins, minerals and supplements	30
SIRCPPA002	Assist customers with eye and ear care products	30
SIRCPPA003	Assist customers with first aid products	30
SIRCPPA004	Assist customers with oral care products	30
SIRCPPA005	Assist customers with cough and cold relief products	30
SIRCPPA006	Assist customers with skin and anti-fungal products	30
SIRCPPA007	Assist customers with pregnancy and maternal health products and services	35
SIRCPPA008	Assist customers with products for gastro-intestinal conditions	30
SIRCPPA009	Assist customers with allergy relief products	30
SIRCPPA010	Assist customers with analgesic and anti-inflammatory products	30
SIRCPPA011	Assist customers with baby and infant care products	35
SIRCPPA012	Assist customers with asthma-care aids and equipment	35
SIRCPPA013	Assist customers with smoking cessation products	30
SIRCPPA014	Assist customers with continence management products	30
SIRCPPA015	Assist customers with wound care products	35
SIRCPPA016	Assist customers with diet, nutrition and weight-management products and services	35
SIRCPPA017	Assist customers with complementary medicines	30
SIRCPPA018	Assist customers with women's and men's health care products	35
SIRRFSA001	Handle food safely in a retail environment	35
SIRRFSA002	Supervise a food safety program	35
SIRRINV001	Receive and handle retail stock	35
SIRRINV002	Control stock	35
SIRRMER001	Produce visual merchandise displays	30
SIRRMER002	Merchandise food products	25
SIRRMER003	Coordinate visual merchandising activities	35
SIRRMER004	Develop visual merchandising creative concepts	40

SIRRMER005	Implement visual merchandising concepts	40
SIRRMER006	Achieve visual merchandising targets	35
SIRRMER007	Design and install visual merchandising displays	40
SIRRMER008	Plan and style merchandise photo shoots	50
SIRRMER009	Plan and organise display lighting	40
SIRRMER010	Style using visual merchandising aids	40
SIRRMER011	Design and install merchandise signage	40
SIRRMER012	Develop retail space and product management plans	60
SIRRMER013	Develop visual merchandising guidelines	55
SIRRMER021	Design and construct visual merchandising display element	45
SIRRMER022	Develop and implement creative photographic styling solution	55
SIRRMER023	Develop a visual merchandising brand strategy	80
SIRRMER024	Create in-store customer brand experience	70
SIRRMER025	Explore professional practice in visual merchandising career pathways	55
SIRRMRM001	Plan merchandise buying strategy	40
SIRRMRM002	Develop a merchandise strategy	55
SIRRMRM003	Conduct a post-trade analysis	45
SIRRMRM004	Develop a merchandise financial plan	65
SIRRMRM005	Develop a category financial plan	55
SIRRMRM006	Plan a merchandise product range	55
SIRRMRM007	Negotiate and establish supply arrangements	60
SIRRMRM008	Develop a merchandise promotional plan	55
SIRRMRM009	Plan merchandise buying trips	35
SIRRMRM010	Plan product development	45
SIRRMRM011	Manage merchandise quality and compliance	45
SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRRRTF002	Monitor retail store financials	35
SIRRRTF003	Drive retail profitability	55



SIRRSTR001	Undertake strategic planning in retail	70
SIRRSTY001	Style the customer	25
SIRWSLS001	Process product and service data	35
SIRWSLS002	Analyse and achieve sales targets	30
SIRWSLS003	Build sales of branded products	30
SIRWSLS004	Optimise customer and territory coverage	30
SIRXCEG001	Engage the customer	35
SIRXCEG002	Assist with customer difficulties	35
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCEG004	Create a customer-centric culture	30
SIRXCEG005	Maintain business to business relationships	30
SIRXCEG006	Provide online customer service	20
SIRXCEG007	Develop online customer service standards	35
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	25
SIRXCEG009	Manage workplace responses to disrespectful aggressive or abusive customer behaviour.	25
SIRXCHA001	Facilitate the change process	35
SIRXCHA002	Lead the change process	70
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40
SIRXCOM002	Work effectively in a team	25
SIRXCOM003	Promote team cohesion	25
SIRXDLV001	Deliver food products	20
SIRXECM001	Monitor and interpret online data analytics	45
SIRXECM002	Prepare digital content	45
SIRXECM003	Design an ecommerce site	45
SIRXHRM001	Recruit, select and induct team members	35
SIRXHRM002	Maintain employee relations	30
SIRXHWB001	Maintain personal health and wellbeing	30
SIRXHWB002	Promote workplace health and wellbeing	25

SIRXIND001	Work effectively in a service environment	35
SIRXIND002	Organise and maintain the store environment	15
SIRXIND003	Organise personal work requirements	15
SIRXIND004	Plan a career in the retail industry	15
SIRXIND005	Develop personal productivity	20
SIRXIND006	Review retail business fundamentals	45
SIRXMGT001	Supervise and support frontline team members	35
SIRXMGT002	Lead a frontline team	35
SIRXMGT003	Provide leadership to others	45
SIRXMGT004	Plan and manage retail projects	60
SIRXMGT005	Lead the development of business opportunities	65
SIRXMKT001	Support marketing and promotional activities	30
SIRXMKT002	Use social media to engage customers	30
SIRXMKT003	Manage promotional activities	45
SIRXMKT005	Develop a marketing strategy	80
SIRXMKT006	Develop a social media strategy	45
SIRXMKT007	Develop a digital marketing plan	45
SIRXOSM001	Identify and review social media and online platforms for organisational use	25
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	45
SIRXOSM003	Use social media and online tools	30
SIRXOSM004	Analyse performance of social media and online business tools	45
SIRXOSM005	Develop a basic website for customer engagement	55
SIRXOSM006	Develop and manage social media and online strategies	35
SIRXOSM007	Manage risk to organisational reputation in an online setting	55
SIRXPDK001	Advise on products and services	25
SIRXPDK002	Advise on food products and services	25
SIRXPDK003	Advise on health and nutritional products and services	25
SIRXRSK001	Identify and respond to security risks	25

SIRXRSK002	Maintain store security	20
SIRXRSK003	Manage risk in the retail environment	55
SIRXSLS001	Sell to the retail customer	40
SIRXSLS002	Follow point-of-sale procedures	10
SIRXSLS003	Achieve sales results	30
SIRXSLS004	Drive sales results	25
SIRXSTR001	Develop an ecommerce strategy	45
SIRXTAD001	Train others in frontline tasks	20
SIRXTAD002	Develop the retail frontline	35
SIRXTAD003	Coach others for success	20
SIRXWHS001	Work safely	25
SIRXWHS002	Contribute to workplace health and safety	20
SIRXWHS003	Maintain workplace safety	30

## Mapping Qualifications

The following table provides an overview of the qualifications from Version 7.00 which replace qualifications from the existing version of the SIR: Retail Services Training Package

SIR Current Qualification				SIR Replacement Qualification		
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
			-	SIR60221	Advanced Diploma of Visual Merchandising	785

## Mapping Skill Sets

The following table provides an overview of the skill sets from Version 7.0 which replace skill sets from the existing version of the SIR: Retail Services Training Package

SIR Current Skill Set			SIR Replacement Skill Set			
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours

No changes occurred between versions 6 and 7.

## Mapping Units of Competency

The following table provides an overview of the units of competency from Version 7.0 which replace units of competency from the existing version of the SIR: Retail Services Training Package

SIR Current Unit				SIR Replacement Unit		
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
			-	SIRRMER021	Design and construct visual merchandising display element	45
			-	SIRRMER022	Develop and implement creative photographic styling solution	55
			-	SIRRMER023	Develop a visual merchandising brand strategy	80
			-	SIRRMER024	Create in-store customer brand experience	70
			-	SIRRMER025	Explore professional practice in visual merchandising career pathways	55

## Apprenticeships

The following table provides a summary of the apprenticeships that have been affected by changes in this SIR: Retail Services Training Package update.

Please refer to the current *Register of Class A and B qualifications* found on the Department of Training and Workforce Development website for the official list of apprenticeships in Western Australia.

National Code	National Title	Apprenticeship	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
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No changes occurred between versions 6 and 7.

## Traineeships

The following table provides a summary of the traineeships that have been affected by changes in this SIR: Retail Services Training Package update.

Please refer to the current *Register of Class A and B qualifications* found on the Department of Training and Workforce Development website for the official list of apprenticeships in Western Australia.

National Code	National Title	Traineeship	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
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No changes occurred between versions 6 and 7.



## Pre-Apprenticeships

The following table provides a summary of the pre-apprenticeships that have been affected by changes in this SIR: Retail Services Training Package update.

Please refer to the current *list of pre-apprenticeship courses* found on the Department of Training and Workforce Development website for the official list of pre-apprenticeships in Western Australia.

National Code	National Title	Pre-Apprenticeship	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
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No changes occurred between versions 6 and 7.