

B O A R D O F S T U D I E S
NEW SOUTH WALES

Stage 6

Retail Services

(Approved October 2007)

Resource List

2008

© 2008 Copyright Board of Studies NSW for and on behalf of the Crown in right of the State of New South Wales.

This document contains Material prepared by the Board of Studies NSW for and on behalf of the State of New South Wales. The Material is protected by Crown copyright.

All rights reserved. No part of the Material may be reproduced in Australia or in any other country by any process, electronic or otherwise, in any material form or transmitted to any other person or stored electronically in any form without the prior written permission of the Board of Studies NSW, except as permitted by the *Copyright Act*. School students in NSW and teachers in schools in NSW may copy reasonable portions of the Material for the purposes of bona fide research or study.

When you access the Material you agree:

- to use the Material for information purposes only
- to reproduce a single copy for personal bona fide study use only and not to reproduce any major extract or the entire Material without the prior permission of the Board of Studies NSW
- to acknowledge that the Material is provided by the Board of Studies NSW
- not to make any charge for providing the Material or any part of the Material to another person or in any way make commercial use of the Material without the prior written consent of the Board of Studies NSW and payment of the appropriate copyright fee
- to include this copyright notice in any copy made
- not to modify the Material or any part of the Material without the express prior written permission of the Board of Studies NSW.

The Material may contain third-party copyright materials such as photos, diagrams, quotations, cartoons and artworks. These materials are protected by Australian and international copyright laws and may not be reproduced or transmitted in any format without the copyright owner's specific permission. Unauthorised reproduction, transmission or commercial use of such copyright materials may result in prosecution.

The Board of Studies has made all reasonable attempts to locate owners of third-party copyright material and invites anyone from whom permission has not been sought to contact the Copyright Officer, ph (02) 9367 8289, fax (02) 9279 1482.

Published by Board of Studies NSW
GPO Box 5300
Sydney 2001
Australia

Tel: (02) 9367 8111

Fax: (02) 9367 8484

Internet: www.boardofstudies.nsw.edu.au

ISBN 978 174147 9102

2008382

Retail Services Curriculum Framework Stage 6 Resources List

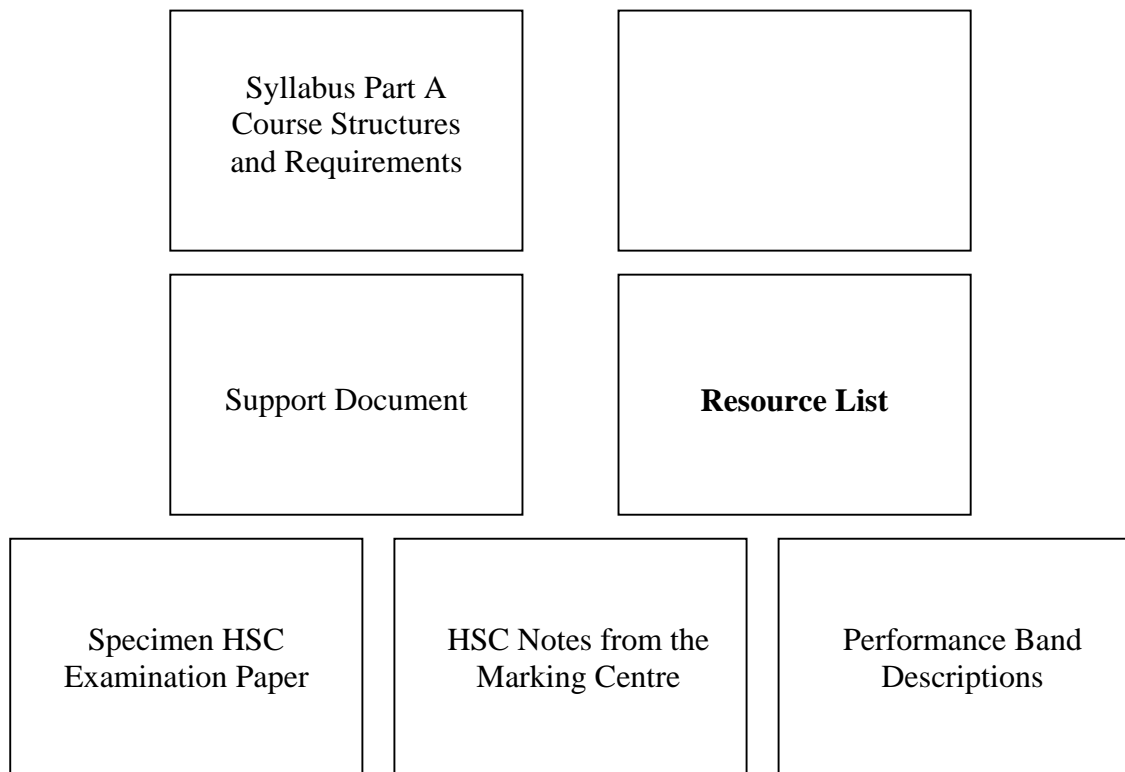
The principal resources for planning and implementing courses from the Retail Services Curriculum Framework are the syllabus documents Parts A and B and the endorsed components and support materials of the Retail Services Training Package (SIR07).

Part A of the Syllabus contains general advice about the Retail Services Curriculum Framework and describes course structures and requirements, including work placement. For HSC accreditation the delivery of all courses in Retail Services must comply with the structures and requirements described in Part A.

Part B of the Syllabus contains the text of the units of competency from the Retail Services Training Package (SIR07) that have been included in the Framework. Part B must be used in the delivery of all HSC Retail Services courses.

The Retail Services Support Document contains material and advice that are intended to assist teachers and trainers in the initial implementation and delivery of Retail Services courses within the Framework.

Industry Curriculum Framework documentation



Parts A and B of the Syllabus are available in hard copy from the Board of Studies and may also be accessed on the Board's website (www.bos.nsw.edu.au). The support document and the resource list may only be accessed through the website.

Following is a list of Training Package materials and additional resources that may be suitable for supporting implementation of the Framework. This resource list is intended as a starting point for teachers and is not a definitive or prescriptive list of resources.

Resource	Summary
Training Package	
<p>Retail Services Training Package (SIR07)</p> <p>Volume I: Introduction</p> <ul style="list-style-type: none"> Qualifications Framework Assessment Guidelines Competency Standards <p>Volume II: Cross-Sector units of competency</p> <ul style="list-style-type: none"> Administration Client and Customer Service Cleaning and Maintenance Communication and Teamwork E-Business Finance Governance and Legal Compliance Human Resources Management Computer Operations and ICT Management Working in Industry Inventory Merchandising <p>Volume III: Cross-Sector units of competency</p> <ul style="list-style-type: none"> Management and Leadership Marketing and Public Relations Occupational Health and Safety Product Management Quality and Innovation Product Knowledge Risk Management and Security Sales Franchising Goods Handling <p>Volume IV: Community Pharmacy units of competency</p> <ul style="list-style-type: none"> Dispensary Pharmacy Merchandising Community Pharmacy Product <p>Volume V: Retail and Wholesale units of competency</p> <ul style="list-style-type: none"> Food Safety Working in Industry – Retail Merchandising Retail Post Product Knowledge Finance Working in Industry – Wholesale Inventory Sales <p>ISBN 0 6428 0595 4</p> <p>16/10/2007</p>	<p>The endorsed components of the Retail Services Training Package (SIR07) are © Copyright Commonwealth of Australia 2007 and available from:</p> <p>Australian Training Products Level 21, 390 St Kilda Road Melbourne VIC 3004 Phone: (03) 9832 8100 Fax: (03) 9832 8199 Email: sales@atpl.net.au</p> <p>or</p> <p>Website: www.atpl.net.au</p> <p>Commonwealth copyright conditions allow teachers and trainers to copy materials for use within their own training organisation or a workplace where training is being conducted. The exact text of the Commonwealth copyright conditions is reproduced in the front of the syllabus.</p> <p>Endorsed components of the Training Package are also available via the National Training Information System (NTIS) website: www.ntis.gov.au</p> <p>The Training Package is also available from: Service Industries Skills Council Ltd GPO Box 4194 Sydney NSW 2001 Phone: (02) 9243 1200 Fax: (02) 8243 1299 www.serviceskills.com.au</p> <p>The units of competency included in the 240-hour course of the Retail Services Curriculum Framework are reproduced in Part B of the Syllabus.</p>

Resource	Summary
Support Materials	
<p>Retail Services Training Package Support Materials</p>	<p>Service Skills Australia is the national Industry Skills Council for the service industries – covering tourism, hospitality, events, retail and wholesale services, community pharmacy, funeral services, floristry, hairdressing and beauty, and sport, fitness and recreation.</p> <p>www.serviceskills.com.au</p>
<p>Industry Curriculum Frameworks Information Package (ICFIP)</p> <p>ISBN 0 7310 7946 9</p>	<p>The Industry Curriculum Frameworks Information Package (ICFIP) is the implementation guide for schools implementing courses within Industry Curriculum Frameworks.</p> <p>It provides information on teacher qualification and resource requirements and quality assurance checklists.</p> <p>The ICFIP has been distributed to all schools and TAFE NSW campuses.</p> <p>For government schools it is available from: Vocational Education in Schools Directorate NSW Department of Education and Training Level 1, 1 Oxford Street Darlinghurst NSW 2010 Phone: (02) 9244 5070 Fax: (02) 9244 5020</p> <p>Catholic and Independent schools should contact their Catholic Education Office or the Association of Independent Schools NSW.</p>

Resource	Summary
Websites – careers and employment	
Australian Apprenticeships www.australianapprenticeships.gov.au	Australian Government website with information about apprenticeships and traineeships.
Australian Job Search www.jobsearch.gov.au	This website lists actual job vacancies around Australia. It also provides information on wages, conditions and employment services.
Careers Online www.careersonline.com.au	This website contains a range of career and employment information.
Get Access Now http://getaccess.westone.wa.gov.au	Career information and career game. Follow the Career menu.
Job Guide www.jobguide.dest.gov.au	This is the online version of the Department of Education, Employment and Workplace Relations (DEEWR) <i>Job Guide</i> containing details of occupations and information on career choice and job seeking.
My Future www.myfuture.edu.au	An Australian career website that helps students make career decisions, plan career pathways and manage work transitions.
NSW Department of Education and Training (DET) Apprenticeships and Traineeships http://apprenticeship.det.nsw.edu.au	Information, rules and regulations relating to apprenticeships and traineeships.
NSW DET Trade Schools, School-based Apprenticeships and Traineeships in NSW www.sbatinnsw.info	Information for students, parents, employers, RTOs and schools on Trade Schools and school-based apprenticeships and traineeships in NSW.

Resource	Summary
Websites – communication	
Conflict Resolution Network www.crnhq.org/	Australian organisation with free training material downloads, including a conflict resolution kit.
Negotiation Skills http://muextension.missouri.edu and enter ‘Negotiation Skills’ into the search window.	This website covers negotiation skills using a range of case studies.
Talk it out – Body Language www.abc.net.au and enter ‘Talk it up – talk it out’ into the search window.	ABC’s website on interpreting body language.

Resource	Summary
Websites – cultural diversity, equal employment opportunity (EEO) and anti-discrimination	
Anti-discrimination Board of NSW www.lawlink.nsw.gov.au/adb	This website contains information about anti-discrimination, harassment, vilification, EEO and affirmative action.
Equal Opportunity for Women in the Workplace Agency www.eowa.gov.au and click on the link to ‘About EOWA’ and then ‘Equal Opportunity for Women in the Workplace Act 1999’	Overview of the <i>Equal Opportunity for Women in the Workplace Act 1999</i> .
Human Rights and Equal Opportunity Commission www.hreoc.gov.au	This website contains information relevant to anti-discrimination legislation, as well as various case studies.
Living in Harmony www.harmony.gov.au	An Australian Government website about racial harmony.
NSW Premier’s Department Public Employment Office Director of Equal Opportunity in Public Employment www.eeo.nsw.gov.au	The website for EEO in the NSW public sector. This site covers a range of issues on anti-discrimination and equal employment opportunities.
Racism. No Way www.racismnoway.com.au/	An anti-racism website for schools and students. Includes student activities and lesson plans.

Resource	Summary
Websites – general education	
Aboriginal Educational Contexts http://ab-ed.boardofstudies.nsw.edu.au	Information and resources related to teaching Indigenous students.
Australian Council for Education Research (ACER) www.acer.edu.au	ACER is a national body that undertakes research to inform education policy and practice. This website includes information on current research, publications and test programs.
Board of Studies NSW www.boardofstudies.nsw.edu.au	The Board of Studies website contains the syllabus (Parts A and B), support document, specimen HSC examination and this resource list (all of which can be downloaded). It also provides access to the ACE Manual, Board of Studies announcements, Official Notices and other Board of Studies publications.
Curriculum Corporation www.curriculum.edu.au	Curriculum Corporation is an independent education support organisation owned by all Australian education ministers established to assist education systems in improving student learning outcomes in collaboration with education systems.
NSW HSC online http://hsc.csu.edu.au/	A Charles Sturt University initiative to help with HSC study.
Open Training and Education Network (OTEN) Direct Mail Sales www.oten.edu.au/	OTEN produce a range of online learning materials and course information.

Resource	Summary
Websites – government	
Australian Bureau of Statistics www.abs.gov.au	This site contains up-to-date statistics on a range of topics.
www.census.com.au	Online census information.
Department of Education, Employment and Workplace Relations (DEEWR) – replacing Department of Education, Science and Training (DEST) www.deewr.gov.au	This site provides information about education and training services and policies in Australia. Includes information on traineeships and apprenticeships, employment, government assistance, jobs, careers, training and working conditions and Indigenous employment centres.
NSW Department of Education and Training (DET) www.det.nsw.edu.au	NSW DET home page. Includes information and links to all sections of the NSW DET.
NSW Department of Environment and Climate Change www.environment.nsw.gov.au	Information and other website links relating to environmental concerns and legislation.

Resource	Summary
Websites – legislation	
Australasian Legal Information Institute www.austlii.edu.au	Provides information about current legislation and regulations.
Lawlink NSW: Law and Employment www.lawlink.nsw.gov.au	This website addresses issues relating to employee rights, awards and enterprise agreements, leave entitlements, discrimination and harassment in the workplace, occupational health and safety (OHS) and workers' compensation.
National Children's and Youth Law Centre www.lawstuff.org.au	Information about legal rights for people under 18 years of age.
NSW Legislation Website www.legislation.nsw.gov.au	This site, maintained by the Parliamentary Council's Office, lists all NSW legislation in force including acts, regulations and statutory instruments.

Resource	Summary
Websites – occupational health and safety (OHS)	
Accident Investigation Occupational Health and Safety consultants www.ohs.com.au	This website provides a comprehensive list of publications and contacts for OHS. Includes links to all relevant government sites.
Australian Safety and Compensation Council – formerly National Occupational Health and Safety Commission (NOHSC) www.ascc.gov.au	National policy, legislation and information with respect to OHS.
Australian Safety Equipment http://safetyequipment.net.au	Online shopping for personal protective equipment (PPE) and information.
Commonwealth Scientific and Industrial Research Organisation (CSIRO) www.csiro.au and enter ‘Fire Safety’ into the search window.	CSIRO Fire Safety and Control website providing information and publications for download.
Ergonomics in Australia www.ergonomics.com.au	General information about ergonomics and safety.
HAZSIGNS www.hazsigns.com	Information on HAZCHEM labels.
Occupational Health & Safety Bulletin www.crowncontent.com.au	This fortnightly bulletin (published by Crown Content) looks at current health and safety issues with expert commentary, compliance updates and detailed case studies from across Australia. Annual subscription \$450 for 24 publications in hardcopy or online (2008 pricelist). Contact details: Phone: (03) 9329 9800 Fax: (03) 9329 9698
Material Safety Data Sheets Australia www.msds.com.au	This website is an online material safety data sheets (MSDS) database.
Smart-move – Safe Manual Handling NSW Government – WorkCover NSW www.smartmove.nsw.gov.au	Provides resources for download such as brochures, guides and case studies.
St John Ambulance – First Aid www.stjohn.org.au	Information and resources on first aid.

Resource	Summary
Workers Compensation Commission www.wcc.nsw.gov.au/	This site provides information on workers' compensation legislation and procedures.
WorkCover NSW www.workcover.nsw.gov.au	The WorkCover NSW site is designed to provide information about OHS issues for employers, employees and the general community.

Resource	Summary
Websites – retail services	
<p>Aspire Training and Consulting http://aspiretraining.com.au SIR07 Support Materials Certificates I, II and III in Retail Workbooks SIR10107 Certificate I in Retail Services SIR20207 Certificate II in Retail SIR30207 Certificate III in Retail</p>	<p>Aspire has released resources matching the Retail Services Training Package (SIR07). The workbooks contain features such as:</p> <ul style="list-style-type: none"> • learning content • tasks • case studies • interviews with experienced industry practitioners • assessment activities • final assessments. <p>In addition, each workbook includes information about employability skills and how to develop these skills while working through the workbook. A table is provided for learners to record evidence of the employability skills they have developed.</p> <p>For more information contact: Aspire Training and Consulting Level 2, 409 St Kilda Road Melbourne VIC 3004 AUSTRALIA Phone: 1300 134 099</p>
<p>Australian Competition and Consumer Commission (ACCC) www.accc.gov.au</p>	<p>The ACCC promotes competition and fair trade in the market place to benefit consumers, business and the community. It also regulates national infrastructure services. Primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer protection laws.</p>
<p>Australian Retailers Association (ARA) www.ara.com.au</p>	<p>This is the website for the ARA, a retail employer association.</p>
<p>AUSVM Retail Visual Merchandising and Display Solutions www.ausvm.com</p>	<p>Information regarding retail visual merchandising and display. Online order catalogue (POP Shop) of retail visual merchandising and display products.</p>
<p>HACCP Australia www.haccp.com.au</p>	<p>HACCP Australia is a leading project management company which designs, implements and manages food safety programs for organisations in the food and food-related industries.</p>

Resource	Summary
HACCP Australia cont.	This site also provides links to other websites related to food safety.
Health Insite www.healthinsite.gov.au and click on the links to 'A-Z Health Topics' then 'First Aid'	An Australian Government initiative providing health information.
Inside Retailing www.insideretailing.com.au	Provides information to the retail industry on areas such as store operations, retail design, shopping centres, human resources, trends, e-tailing, marketing and branding, and retail services.
Meat and Livestock Australia www.mla.com.au	This website provides information relating to the food service and retail industries in relation to the sale of meat products.
NSW Food Authority www.foodauthority.nsw.gov.au	NSW Food Authority is responsible for food safety across the entire food industry, from primary production to point-of-sale. Includes information on food labelling and allergies.
NSW Health – Tobacco Laws www.health.nsw.gov.au and click on the links to 'Public Health' then 'Health Promotion' then 'Tobacco'	Information on tobacco laws in NSW.
NSW Shop, Distributive and Allied Employees' Association www.sdansw.asn.au	NSW employee union for the retail industry. Contains a range of information relevant to the retail industry including industrial awards.
Retail Alert www.adsass.com.au/indref.htm	List of retail web reference sites.
NSW WRAPS Retail Assessment Tool www.nswwraps.com.au	New South Wales WRAPS is the NSW Industry Training Advisory Body for the wholesale, retail and personal services industries. A resource for assessors to support the following units of competency: <ul style="list-style-type: none"> • SIRXCCS001A Apply point of sale handling procedures • SIRXINV001A Perform stock control procedures • SIRXIND001A Work effectively in a retail environment.

Resource	Summary
NSW WRAPS cont.	This assessment tool will assist trainers/assessors to assess holistically the skills and knowledge for these units of competency and can be downloaded from the NSW WRAPS website.
Retail Biz www.retailbiz.com.au	Information on retail technology, new products, point-of-sale, loss prevention and security, fit-out and design, merchandising and international retail news. Also includes breaking news to the retail industry on current trends.
Retail Star www.retailstar.com.au	Developed by a retail specialist, provides online learning, recruitment and training specifically tailored to the retail industry.
Safe Meat Australia www.safemeat.com.au	This website provides information on meat safety in Australia.
Shop Basics Online www.shopbasics.com.au	Retail visual merchandising and display online store.
SkillsOnline www.skillsonline.net.au	This site contains industry-based vocational training resources to assist trainers, learners, assessors, supervisors and employees.
SPOS Creative Merchandising Ideas www.spos.com.au	SPOS provides a range of products and digital solutions for retailers.
The Pharmacy Guild of Australia www.guild.org.au	The Guild is a national employers' organisation for those in the pharmaceutical profession.

Resource	Summary
Websites – vocational education	
Association of Independent Schools (AIS) www.studentnet.edu.au/vet/	AIS NSW VET site.
Australian Disability Clearinghouse on Education and Training www.adcet.edu.au	This website includes resources and articles about the training and assessment of people with a disability.
Australian Flexible Learning Framework www.flexiblelearning.net.au and click on ‘Flexible Learning Toolboxes (Toolboxes)’ into the search window	Provides access to online interactive learning resources and toolboxes. Toolboxes feature scenarios, images and interactive activities that simulate real life. They are designed for use by training providers, industry and business and support online delivery of recognised Training Packages for the VET sector. A fact sheet is available – <i>What is a toolbox?</i> – type ‘Toolboxes fact sheet’ into the search window.
Australian Training Products www.atpl.net.au	This site provides a catalogue of products relating to endorsed and non-endorsed components of Training Packages, curriculum and resources.
Curriculum Corporation (OZJAC) www.curriculum.edu.au then go to ‘Curriculum and assessment’ then ‘Cross curriculum areas’ then ‘Careers and transition from school’ then ‘OZJAC’	OZJAC is a computer program, available by subscription, which brings together information on all accredited courses in Australia and links courses to jobs and jobs to industry, with explanations of new concepts used in education, training and the labour market.
National Centre for Vocational Education Research (NCVER) www.ncver.edu.au	Includes a database of research projects, reports and articles in vocational education.
National Training Information System (NTIS) www.ntis.gov.au	NTIS is the authorised database on vocational education and training in Australia. It contains detailed information on courses, qualifications, Training Packages, competency standards and training organisations. It also contains many useful links including to state/territory VET agencies.

Resource	Summary
EdNA – Education Network Australia www.edna.edu.au	This site provides a range of information and links to other educational sites including information on schools, VET, adult and community education and higher education, including TAFE courses, university courses and scholarships.
Employability Skills www.employabilityskillsresources.com	Professional development resources for implementing the model for assessing and reporting employability skills. This is a temporary website. The materials will be relocated to a permanent website during 2008 (www.training.com.au).
GoVET www.govet.nsw.edu.au	A site developed by the Catholic Education Commission and the NSW DET providing teachers with current vocational education information, program, resources, forums and useful industry links.
NSW Board of Vocational Education and Training (BVET) www.bvet.nsw.gov.au	Information on training awards, apprenticeships and traineeships, recognition and accreditation, industry training programs, planning information, advice and assistance, VET links, publications and training providers.
NSW Vocational Education and Training Accreditation Board (VETAB) www.vetab.nsw.gov.au	VETAB is responsible for the accreditation of VET courses and registration of training organisation in NSW. Also has links to other websites for teachers and students.
Pearson Education Australia www.pearsoned.com.au and follow the link to 'Professional & Vocational'	This provides a guide to texts and other resources in vocational education.
Resource Generator www.resourcegenerator.gov.au	The Resource Generator provides trainers and assessors with access to information and units of competency, qualifications and learning resources across a range of industries. It allows users to: <ul style="list-style-type: none"> • view documents • customise resources • download and print documents • upload their own resources and incorporate them into documents.

Resource	Summary
Skills and Training www.skillsandtraininginfo.com.au	Provides employers, employees, job seekers and their support organisations with skills and training information and contacts. Support for the Australian Government’s <i>Skilling Australia for the future</i> initiative.
TAFE NSW International Centre for VET Teaching and Learning www.icvet.tafensw.edu.au	Professional practice in VET teaching and learning to support the learning needs of the future workforce.
TAFE NSW Learning Gateway www.lg.tafensw.edu.au	TAFE NSW Curriculum Centres specialise in the development of vocational education and training (VET) programs and resources.
Training www.training.com.au	Information on VET products and services in Australia.
Training Packages @ Work www.tpatwork.com	<i>Training Packages @ Work</i> is a free resource for teachers, trainers and assessors in the vocational education and training sector. Published monthly, <i>Training Packages @ Work</i> features the latest information on training packages and their implementation, as well as providing examples of case studies of best practice in delivery. Also available, <i>Training Packages @ Work: Back 2 Basics</i> (a resource book).
VETnetwork Australia www.vetnetwork.org.au/	The purpose of this site is to inform the members, associates and stakeholders of VET in schools and keep them up to date with the work of the national peak body, VETnetwork Australia.
Vocational Education Community Online www.veco.ash.org.au	This site includes a resource library, tools and a number of chat lines/discussion rooms.
Work Placement Made Easy www.ezwp.det.nsw.edu.au	Information and documents regarding work placement including employer information sheets and work placement learning journals.
WorldSkills Australia www.worldskills.org.au	Website for WorldSkills Australia competitions, providing project samples and marking criteria.

Resource	Summary
Websites – workplace and industrial relations	
ACTU Worksite for Schools www.worksite.actu.asn.au	A site for students and teachers providing information about Australian industry, work issues, training and careers, unions and government bodies and links to other sites.
Australian Council of Trade Unions www.actu.asn.au	Information about a range of industrial issues.
Australian Government – Employment and Workplace Relations Services for Australians www.workplace.gov.au	A range of information about employment and workplace relations.
Australian Industrial Relations Commission www.airc.gov.au	This website has a range of information regarding legislation, awards, employment and employment conditions.
Australian Workers’ Union www.awu.net.au	The Australian Workers’ Union is a national union across a diverse range of industries. It is Australia’s oldest general union and largest blue-collar union.
LaborNET – Workers Online www.labor.net.au	This website provides access to a range of materials related to unions and work-related issues.
NSW Department of Commerce Office of Industrial Relations www.industrialrelations.nsw.gov.au and click on the ‘Rights and Responsibilities’ link	Information to assist employers and employees understand their rights and responsibilities at work.
NSW Department of Commerce Office of Industrial Relations www.industrialrelations.nsw.gov.au and click on the ‘Young people at work’ link	Information to help young workers understand their rights and responsibilities under NSW employment laws.
Shop, Distributive and Allied Employees Association www.sdansw.org.au	This site contains information about the union relevant to the retail industry.
Unions NSW – Labor Council of NSW www.council.labor.net.au	This website is designed to be a one-stop guide to campaigns, events and communications from Unions NSW for both members of the public and affiliates.
WageNet awards www.wagenet.gov.au	Australian Government website containing information on wages and conditions of employment in Australia.

Resource	Summary
Other teaching and learning materials – books, professional journals and articles	
<p>Bye, J 1999, <i>Positive Retailing or Sorry We're Open: Trade Secrets Exposed</i>, Five Mile Press, Australia.</p> <p>ISBN 0 6463 8157 1</p>	<p>This book looks at issues that contribute to success in retailing including planning, customer service, sourcing products, staff training, advertising and promotion, choosing a location, goods and services tax (GST) basics, security, crisis management and trade advice.</p>
<p>Denham, J 1998, <i>Handling Customer Complaints</i>, Prentice-Hall, Australia.</p> <p>ISBN 9 7807 2480 535 8</p>	<p>This book looks at handling complaints from internal and external customers to improve customer service.</p>
<p>Essential Managers Series:</p> <p>Brookson, S 2001, <i>Understanding accounts</i>. ISBN 9 7807 5131 216 4</p> <p>Bruce, A 2002, <i>Putting customers first</i>. ISBN 9 7807 8948 952 4</p> <p>Heller, R 1999, <i>Selling successfully</i>. ISBN 9 7807 5130 769 6</p> <p>Heller, R 1998, <i>Communicate clearly</i>. ISBN 9 7807 5130 630 9</p> <p>Heller, R 1998, <i>Managing teams</i>. ISBN 9 7807 5130 628 6</p> <p>Hindle, R 1998, <i>Negotiating skills</i>. ISBN 9 7807 5130 531 9</p> <p>Osborne, C 2002, <i>Dealing with difficult people</i>. ISBN 9 7807 5131 289 8</p>	<p>Pocket book series providing information on a range of areas important in the retail industry.</p>
<p>Eunson, B 1994, <i>Communicating with Customers</i>, John Wiley & Sons, Australia.</p> <p>ISBN 9 7804 7133 562 7</p>	<p>This text uses case studies to look at how to communicate with customers effectively.</p>
<p>Falk, E 2003, <i>1001 Ways to Create Retail Excitement</i>, Pearson, USA. Revised edition.</p> <p>ISBN 9 7801 3292 393 4</p>	<p>This book looks at ways small to medium retailers can attract customers and increase sales.</p>
<p>Hart, C et al 1997, <i>Cases in Retailing</i>, Blackwell Publishers, USA.</p>	<p>This text contains 18 retailing case studies that look at the UK retail industry on the topics of marketing and merchandising, management,</p>

Resource	Summary
ISBN 9 7806 3120 173 1	buyer/supplier relationships and logistics, operations and customer service and human resource management.
Jones, P 1997, <i>Retail Loss Control</i> , 2nd ed, Butterworth-Heinemann, UK. ISBN 9 7807 5063 188 4	This book looks at loss in the retail industry and provides recommendations for practical problems, legal matters and options available to control loss.
Lake, N & Hickey, K 2002, <i>Customer Service Workbook</i> , Kogan Page, UK. ISBN 9 7807 4943 789 3	This book looks at eight elements to improve customer relationships: understanding customers, developing a service strategy, delivering service through people, creating a service culture, complaints management, delivering service through business procedure, location and premises, and measuring service standards and customer responses.
Leland, K, Dunn, K & Bailey, K 2006, <i>Customer Service for Dummies</i> , 3rd ed, Wiley Publishing Inc, USA. ISBN 9 7804 7176 869 2	This step-by-step guide outlines how to provide the best quality customer service. Executives, managers and all other staff members will benefit from the steps on getting through the everyday challenge of keeping clients and customers satisfied. Includes how to deal with angry customers, and how to train staff to be more aware of customer service issues.
Levy, M & Weitz, B 1995, <i>Essentials of Retailing</i> , McGraw-Hill Education, UK. ISBN 0 0711 4986 4	This text looks at retailing practices in the 1990s and includes topics on the retail marketplace, the retail firm, merchandising and store management.
Malouf, D 2002, <i>How to Kiss and Keep your Customers: and Kick the Competition</i> , 2nd ed, Allen & Unwin, Australia. ISBN 9 7818 7588 957 0	This text looks at how to improve customer service and customer satisfaction in the workplace.
Mayhew, C & Peterson, C 1999, <i>Occupational Health and Safety in Australia</i> , Allen & Unwin, Australia. ISBN 9 7818 6448 729 9	This text looks at occupational health and safety in Australia using case studies to demonstrate health and safety problems.
Nash, S & Nash, D 2006, <i>Delighting your Customers: Keep your Customers Coming Back Time and Time Again</i> , How To Books, UK. ISBN 9 7818 5703 596 4	This resource looks at how to implement a customer service strategy. It includes case studies, research finding, quizzes and checklists to evaluate customer service policies.

Resource	Summary
NSW Department of Fair Trading 2005, <i>The Shoppers Guide</i> . Electronic publication is available from www.fairtrading.nsw.gov.au ISBN 0 7347 6070 1	Guidelines for consumers about shopping and credit.
NSW Department of Fair Trading, 2004, <i>The Customer Service Guide – How Happier Customers Lead To Healthier Business</i> , Australia. Electronic publication is available from www.fairtrading.nsw.gov.au ISBN 0 7347 6046 9	This guide provides the keys to help you provide successful service and a profitable business. It provides guidelines to strengthen service, which can easily balance the business requirements.
Overton, R 2004, <i>Customer Service</i> , Martin Management, Australia. ISBN 9 7818 7705 635 2	Explores various methods of improving, measuring and providing customer service in an organisation without spending a lot of money.
Rowley, L 2003, <i>On Target: How the World's Hottest Retailer Hit a Bull's-eye</i> , John Wiley & Sons, Canada. ISBN 9 7804 7125 067 8	This text looks at the retailer Target, its business strategies and how it has become such a successful retailer.
Ryan, P J & Manion, G 2007, <i>Retail is a University</i> , Workstar, Australia. ISBN 9 7806 4647 812 8	Highlights retail as a career of first choice. Based on interviews with 10 leading retailers including: Peter Ritchie, Gerry Harvey, Carla Zampatti and Bernie Brookes. Includes their views on retail as a career option, why they chose a career in retail and key lessons they learned. They are also asked what makes a great retailer and why they believe retail is the best commercial 'university' there is.
Wrice, M 2002, <i>First Steps in a Retail Career</i> , 2nd ed, Palgrave MacMillan, Australia. ISBN 9 7807 3297 981 2	Addresses workplace communication, customer interaction and sales techniques. Provides a strong foundation for developing career skills in the retail industry.
Wrice, M 2004, <i>First Steps in Retail Management</i> , 2nd ed, Palgrave MacMillan, Australia. ISBN 9 7807 3299 162 3	Addresses building relationships with customers, coordinating sales performance, merchandising, and recruiting and retaining staff.
Van Maananberg, D, 1995, <i>Effective Retail Security</i> , Butterworth-Heinemann, Australia. ISBN 9 7807 5068 923 6	This text looks at the dangers of retail loss, the psychology that encourages it and strategies to eliminate it.

Resource	Summary
Multimedia	
ABC DVD Sales www.abc.net.au and go to ‘ABC Shop’ then ‘DVD’	ABC online catalogue.
Appleseed Productions www.appleseed.com.au 1993, <i>Retail Sales Work</i> (27 minutes). 1993, <i>Telephone Sales Work</i> (21 minutes).	This video looks at the qualities required to work in retail sales. This video looks at effective telephone skills and telephone sales techniques.
Australian Retailers Association www.ara.com.au	Supplier of various videos and DVDs including: <ul style="list-style-type: none"> • <i>Shifting Stock</i> – designed to inform staff and management on the proper handling of stock. • <i>Whoa</i> – how to avoid slips, trips and falls in the retail industry.
Department of Education Science and Training, <i>Think like an Entrepreneur</i> . www.dest.gov.au And enter ‘entrepreneur case studies’ in the search window.	Booklet and DVD showcases three successful young Australian entrepreneurs. They discuss how they started their businesses and the qualities needed to think, and act, like an entrepreneur. Phone: (03) 9525 1407.
Marcom Projects www.marcom.com.au 1994, <i>Best of Body Language</i> (60 minutes). 1992, <i>Effective Communication</i> (46 minutes). 1997, <i>Effective Communication Skills</i> (34 minutes).	This DVD is a compilation of Allan Pease’s highlights about verbal and non-verbal body language. This four-part video/DVD looks at non-verbal communication, verbal communication, difficulties in communication and the role of the media in the communication process. This program looks at developing communication skills in the workplace. It gives techniques for building trust and listening effectively and addresses nonverbal and verbal communication. This program also shows how to deal with conflict and how to overcome communication barriers.

Resource	Summary
<p>1992, <i>How to Handle Difficult People</i> (55 minutes).</p> <p>1999, <i>Listen and Win</i>, (30 minutes).</p> <p>1997, <i>Marketing and Sales Occupations</i> (51 minutes).</p> <p>1992, <i>Non Verbal Communication</i> (9 minutes).</p> <p>1991, <i>Resolving Conflicts</i> (27 minutes).</p> <p>2000, <i>Telephone Skills at Work</i> (33 minutes).</p>	<p>Three-part series:</p> <ul style="list-style-type: none"> • part one – how to: <ul style="list-style-type: none"> - overcome stressful personality conflicts - recognise the control we have over ourselves - develop better business relationships - understand and adjust our ‘belief filters’ • part two <ul style="list-style-type: none"> - various types of difficult behaviour - formula for changing attitudes - ways to bring out the best in people • part one <ul style="list-style-type: none"> - how to maintain composure when times get tough and you are under pressure - keys to communicating effectively - the importance of positive self esteem. <p>This DVD looks at how to develop good listening skills and questioning techniques.</p> <p>This DVD looks at a range of different careers including retail sales managers, cashiers and clerks, sales representatives and retail sales persons.</p> <p>This DVD looks at the influence of nonverbal communication on the messages that we send.</p> <p>This video looks at the importance of resolving conflict in the workplace. Uses a case study in the building industry to demonstrate conflict resolution.</p> <p>This video looks at how to communicate effectively on the telephone, how to handle incoming and outgoing calls and telephone etiquette.</p>
<p>SafetyCare Australia Pty Ltd www.safetycare.com.au</p> <p><i>Electrical Safety in the Workplace</i> (27 minutes).</p> <p><i>Lifting and Carrying</i> (11 minutes).</p> <p><i>Manual Handling</i> (10 minutes, 30 seconds).</p>	<p>This program looks at the basic facts and rules about electricity, the effects of current on the body, common hazards and hazard control.</p> <p>This program covers types of lifting injuries, steps to safe lifting, team lifting and the characteristics of loads and manual handling.</p> <p>This program examines manual handling and includes types of injuries and how they are caused as well as steps to deal with manual handling.</p>

Resource	Summary
<p><i>Material Safety Data Sheets</i> (16 minutes).</p> <p><i>Portable Fire Extinguishers</i> (15 minutes).</p>	<p>This program looks at the format and content of material safety data sheets (MSDS) and how and why they are used.</p> <p>This program addresses the information a person needs to know in order to select and safely use a portable fire extinguisher in the workplace. It looks at components of fire, fire fighting techniques, extinguishing fires, fire extinguisher operation, fire extinguishers and the classes of fire, fire extinguisher operation and general guidelines.</p>
<p>Training Video Store www.trainingvideostore.com.au</p>	<p>Training videos and DVDs on safety, ergonomics, communication in the workplace, aggressive behaviour, sexual harassment, customer service and more.</p>
<p>Video Education Australasia (VEA) www.vea.com.au</p>	<p>Online catalogues available to download to order resources across a range of relevant areas.</p>
<p>Videotrain Online Video catalogue www.videotrain.com.au and link to 'Program titles'</p>	<p>This catalogue contains relevant videos under the areas of communication, customer service and handling complaints.</p>
<p>Vocam Worldwide Publishing www.vocam.com</p> <p><i>Understanding Safety at Work</i> (24 minutes).</p> <p><i>Work Equipment Safety in the Office</i> (14 minutes).</p>	<p>Topics covered include:</p> <ul style="list-style-type: none"> • risk assessment • personal protective equipment • housekeeping • noise • slips, trips and falls • manual handling • hazardous substances • fire • electrical hazards • confined spaces. <p>Topics covered include:</p> <ul style="list-style-type: none"> • office housekeeping • emergency response • your workstation • office security • safety around the office • aggression response • manual handling. <p>All DVDs come with a Professional Teacher's Manual.</p>

The following list of resources and organisations is provided to assist assessors in planning, designing, conducting and reviewing of assessments against the SIT07 Training Package. This list of resources has been copied from the Retail Services (SIT07) Training Package.

Contacts

Service Skills Australia
(Service Industries Skills Council Ltd)
Level 10, 171 Clarence Street
SYDNEY NSW 2000
GPO Box 4194
SYDNEY NSW 2001
Telephone: (02) 8243 1200
Fax: (02) 8243 1299
Email: info@serviceskills.com.au
Web: www.serviceskills.com.au

Innovation and Business Industry Skills Council
Building B, Level 2
192 Burwood Road
HAWTHORN VIC 3122
Telephone: (03) 9815 7000
Fax: (03) 9815 7001
Email: virtual@ibsa.org.au

TVET Australia Ltd
Level 21
390 St Kilda Road
MELBOURNE VIC 3004
PO Box 12211
A'Beckett Street Post Office
MELBOURNE VIC 8006
Telephone: (03) 9832 8100
Fax: (03) 9832 8199
Web: www.atpl.net.au

General Resources

Australian Qualifications Framework Advisory Board, 2002, *AQF Implementation Handbook*, third edition. www.aqf.edu.au/implem.htm

Australian Quality Training Framework (AQTF) – for general information go to www.training.com.au/aqtf2007/

Australian Quality Training Framework Standards for Registered Training Organisations. Available in hard copy from State and Territory Training Authorities or can be downloaded from www.training.com.au/aqtf2007/

TAA04 Training and Assessment Training Package. This is available from the Innovation and Business Skills Australia (IBSA) Industry Skills Council and can be viewed, and components, downloaded, from the National Training Information Service (NTIS). *National Training Information Service*, an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses – www.ntis.gov.au

Style Guide for Training Package Support Materials – www.dest.gov.au

Assessment Resources

Training Package Assessment Guides – a range of resources to assist RTOs in developing Training Package assessment materials, developed by DEST with funding from the Department of Education, Training and Youth Affairs. It is made up of 10 separate titles.

www.resourcegenerator.gov.au

Printed and/or CD-ROM versions of the guides can be purchased from Australian Training Products (ATP). The resource includes the following guides:

- Training Package Assessment Materials Kit
- Assessing Competencies in High Qualifications
- Recognition Resource
- Kit to Support Assessor Training
- Candidates Kit: Guide to Assessment in New Apprenticeships
- Assessment Approaches for Small Workplaces
- Assessment Using Partnership Arrangements
- Strategies for ensuring Consistency in Assessment
- Networking for Assessors
- Quality Assurance Guide for Assessment.

An additional guide, *Delivery and Assessment Strategies*, has been developed to complement these resources.

Assessment Tool Design and Conducting Assessment

VETASSESS & Western Australian Department of Training and Employment, 2000, *Designing Tests – Guidelines for designing knowledge based tests for Training Packages*.

Vocational Education and Assessment Centre, 1997, *Designing Workplace Assessment Tools, A Self-Directed Learning Program*, NSW TAFE.

Manufacturing Learning Australia, 2000, *Assessment Solutions*, Australian Training Products, Melbourne.

Rumsey, David, 1994, *Assessment Practical Guide*, Australian Government Publishing Service, Canberra.

Assessor Training

Australian Training Products Ltd, *Assessment and Workplace Training Package – Toolbox*, ATPL, Melbourne.

Green, M et al. 1997, *Key Competencies Professional Development Package*, Department for Education and Children's Services, South Australia.

Victorian TAFE Association, 2000, *The Professional Development CD: A Learning Tool*, VTA, Melbourne.

Assessment System Design and Management

Office of Training and Further Education, 1998, *Demonstrating Best Practice In Vet Project – Assessment Systems And Processes*, OTFE, Victoria.

Toop, L, Gibb, J & Worsnop, P 1994, *Assessment System Designs*, Australian Government Publishing Service, Canberra.

Western Australia Department of Training and VETASSESS, 1998, *Kit for Skills Recognition Organisations*, WADOT, Perth.