

2 Course Delivery

2.1 General Information

Teaching programs for courses in the Retail Services Curriculum Framework can be developed using a number of different approaches. These include:

- programming individual units of competency sequentially
- identifying a theme that is common to several units of competency, and programming teaching and learning activities which address this theme
- devising a project, experience or event that requires students to learn and use a number of competencies
- a combination of any of the above.

Each approach has merit depending on the nature of particular competencies selected, access to facilities, equipment, resources and workplaces, and the needs and experiences of students.

When considering these approaches, teachers and trainers should keep in mind the following general principles:

- VET courses focus on the achievement of workplace competence. They are intended to equip students with the skills and knowledge required to perform workplace roles to the standard expected in industry. Competence incorporates all aspects of work performance including communication, problem-solving and the capacity to apply skills and knowledge in both familiar and new situations as well as industry-specific skills
- students must be given the opportunity to develop skills over time and have multiple opportunities to demonstrate that they possess the necessary combination of skills and knowledge
- students must have the opportunity to develop and practise skills in a real or simulated workplace setting
- assessment of competence involves the assessment of skills and knowledge combined. An **integrated** or **holistic** approach to assessment should be adopted in line with the concept of competence as the integration of a wide range of skills, knowledge and attitudes. An integrated approach to course delivery will facilitate integrated competency assessment.

On the basis of these principles, teachers and trainers should develop teaching and learning programs that allow for the integrated development of several elements and/or units of competency simultaneously. Where this is not possible, learning activities developed for individual units of competency should seek to integrate elements within the unit and to address the linkages to other units identified in the Training Package and in the Syllabus.

In particular, students should be given frequent opportunities to develop and update retail services knowledge and to consolidate skills and knowledge with respect to safety, communication and teamwork.

Where possible, assessment tasks and events should be included as an integral part of training.

2.2 Sequence of Delivery

Neither the Retail Services Curriculum Framework nor the Training Package prescribes a particular delivery sequence¹ for individual units of competency or for related groups of units of competency. Refer to the *Retail Services Curriculum Framework Part A* for information on course structures.

The sequencing of a teaching program for a particular course is a matter for the teacher's professional judgement, based on the existing skills and experience of students, their interests, access to facilities including workplaces and the timing of work placement.

2.2.1 Relationships between units of competency

Relationships exist between units of competency and this should inform programming and assessment activities.

Units of competency generally need to be linked to reflect the skills required for a job role.

While holistic assessment should be adopted, most units of competency in the Training Package can be assessed independently. There are also some units that **must** be assessed before other units (prerequisites). This is the case when the skills and knowledge essential to the achievement of a particular unit of competency are found in other units.

The prerequisite requirements for units of competency available in this Framework are outlined in Section 8 of Part A of the Syllabus and Section 2.2.1.1 of this Support Document. Details regarding prerequisites, related units and Training Package suggestions for holistic assessment of units of competency where combined assessment and/or training is recommended can be found under the headings *Prerequisite units* and *Methods of assessment* in each unit of competency. This information is available in Part B of the Syllabus and in the Retail Services Training Package (SIR07).

The following information is reproduced from the *Assessment Guidelines and Competency Standards* sections of the *Retail Services Training Package (SIR07)*².

Summary of assessment requirements

Prerequisite and co-requisite requirements at unit level:

Prerequisite and co-requisite requirements at the unit of competency level have been kept to a minimum to minimise unnecessary barriers. However, all units that relate to a job function can be considered as co-requisites to assist with an integrated approach to assessment.

Prerequisite units

If there are any units of competency that must be completed before the unit, these will be listed.

¹ Some units of competency have prerequisite requirements which must be adhered to. Refer to Section 8 in Part A of the Syllabus and Section 2.2.1 in this Support Document.

² DEST, 2007, *Retail Services Training Package (SIR07)* Volume 1, pp 134 & 142. This information may also be accessed via the National Training Information Service website (www.ntis.gov.au).

2.2.1.1 Prerequisites for units of competency within the Retail Services Curriculum Framework

<i>Unit of competency</i>	<i>Prerequisite</i>
SIRRMER001A Merchandise food products	SIRRFSA001A Apply retail food safety practices
SIRRRPK001A Advise on food products and services	SIRRFSA001A Apply retail food safety practices
SIRRMER002A Pack and display meat products	SIRRFSA001A Apply retail food safety practices
SIRRRPK002A Advise on meat products	SIRRFSA001A Apply retail food safety practices
SIRRMER003A Prepare and display fast food items	SIRRFSA001A Apply retail food safety practices
SIRRRPK003A Advise on fast food products	SIRRFSA001A Apply retail food safety practices
SIRRMER004A Prepare and display bakery products	SIRRFSA001A Apply retail food safety practices
SIRRRPK004A Advise on bakery products	SIRRFSA001A Apply retail food safety practices
SIRRRPK005A Advise on seafood products	SIRRFSA001A Apply retail food safety practices
ICTCC121A Use an enterprise information system	ICTCC120A Use basic computer technology
SIRPDIS001A Accept prescriptions and deliver medicine	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS002A Identify, locate and sell products related to allergies	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS003A Identify, locate and sell analgesic and anti-inflammatory products	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS004A Identify, locate and sell baby and infant products	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS005A Identify, locate and sell cough and cold products	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS006A Identify, locate and sell eye, ear and oral care products	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS007A Identify, locate and sell products for gastro-intestinal conditions	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines

<i>Unit of competency</i>	<i>Prerequisite</i>
SIRPPKS008A Identify, locate and sell first aid and wound care products	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS009A Identify, locate and sell products for skin and fungal conditions	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines

2.2.2 Coding and numbering system for units of competency

For example: *SIRXIND001A Work effectively in a retail environment*

- the first two letters (SI) identify the industry skills council, ie Service Industries
- the third letter (R) identifies the Training Package, ie Retail Services
- the fourth letter (X) identifies the sector, ie cross-sector
- the next three letters (IND) identify the functional area/field, ie working in industry
- the numbers (001) indicate that this is the first unit in the sequence
- the last letter (A) indicates the version of the unit, ie this is the first version of the unit.

The following codes are for the sectors included in the Framework:

<i>Sector letter</i>	<i>Sector name</i>
P	Pharmacy
R	Retail
W	Wholesale
X	Cross-sector

The following codes are for the functional areas/fields included in the Framework:

<i>Field letters</i>	<i>Field name</i>	<i>Field number</i>	<i>Field name</i>
ADM	Administration	INV	Inventory
CCS	Client and Customer Service	MER	Merchandising
CLM	Cleaning and Maintenance	MPR	Marketing and Public Relations
COM	Communication and Teamwork	OHS	Occupational Health and Safety
DIS	Dispensary	PKS	Community Pharmacy: Product
FIN	Finance	POS	Retail Post
FSA	Food Safety	PRO	Product Management
GLC	Governance and Legal Compliance	RPK	Product Knowledge
ICT	Computer Operations and ICT Management	RSK	Risk Management and Security
IND	Working in Industry	SLS	Sales

2.2.3 Category status of units of competency for qualifications available in the Retail Services Curriculum Framework

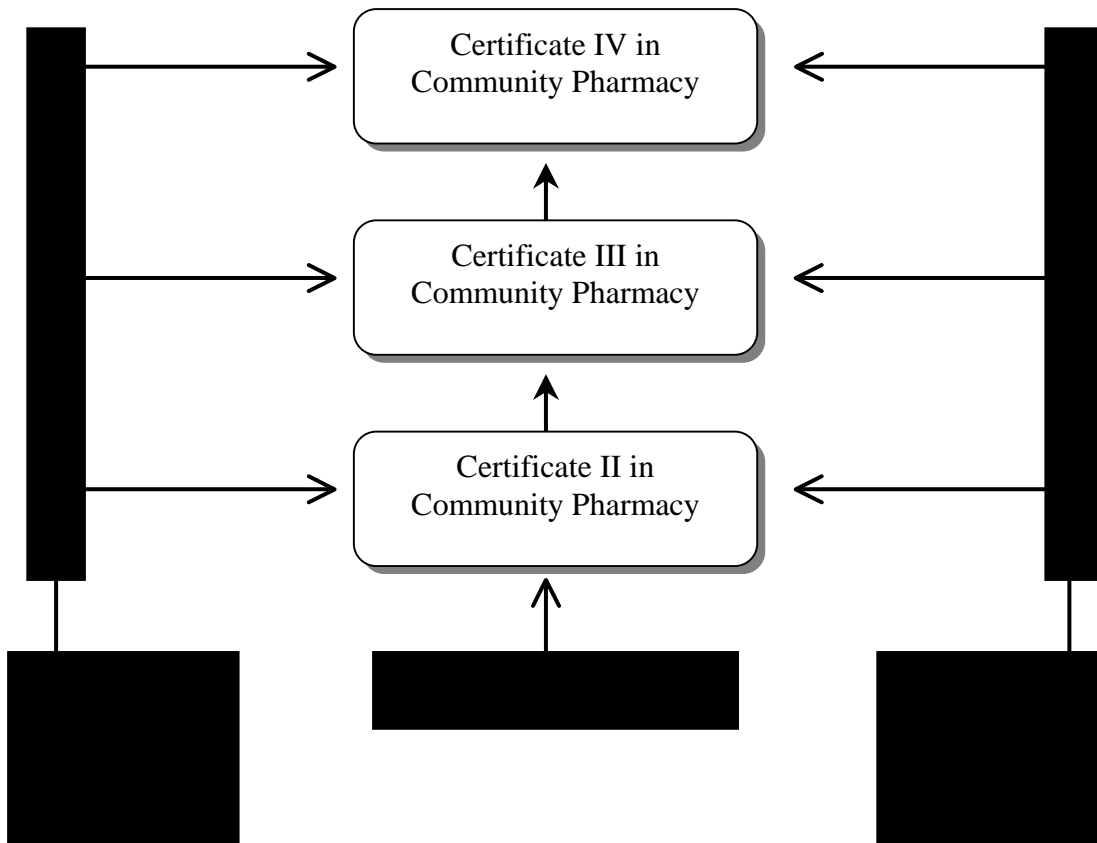
The qualification packaging rules for the AQF VET qualifications available in this Framework are outlined in Section 15 of Part A of the Syllabus. This information is reproduced from the Retail Services Training Package (SIR07).

Students who meet these requirements will be eligible for the relevant AQF VET Certificate, whether or not they have met the additional requirements of the HSC course.

Table 5 in Section 15 of Part A of the Syllabus indicates the status of each unit of competency for each qualification available in the Framework. This information may assist teachers to select elective units of competency to meet qualification packaging rules.

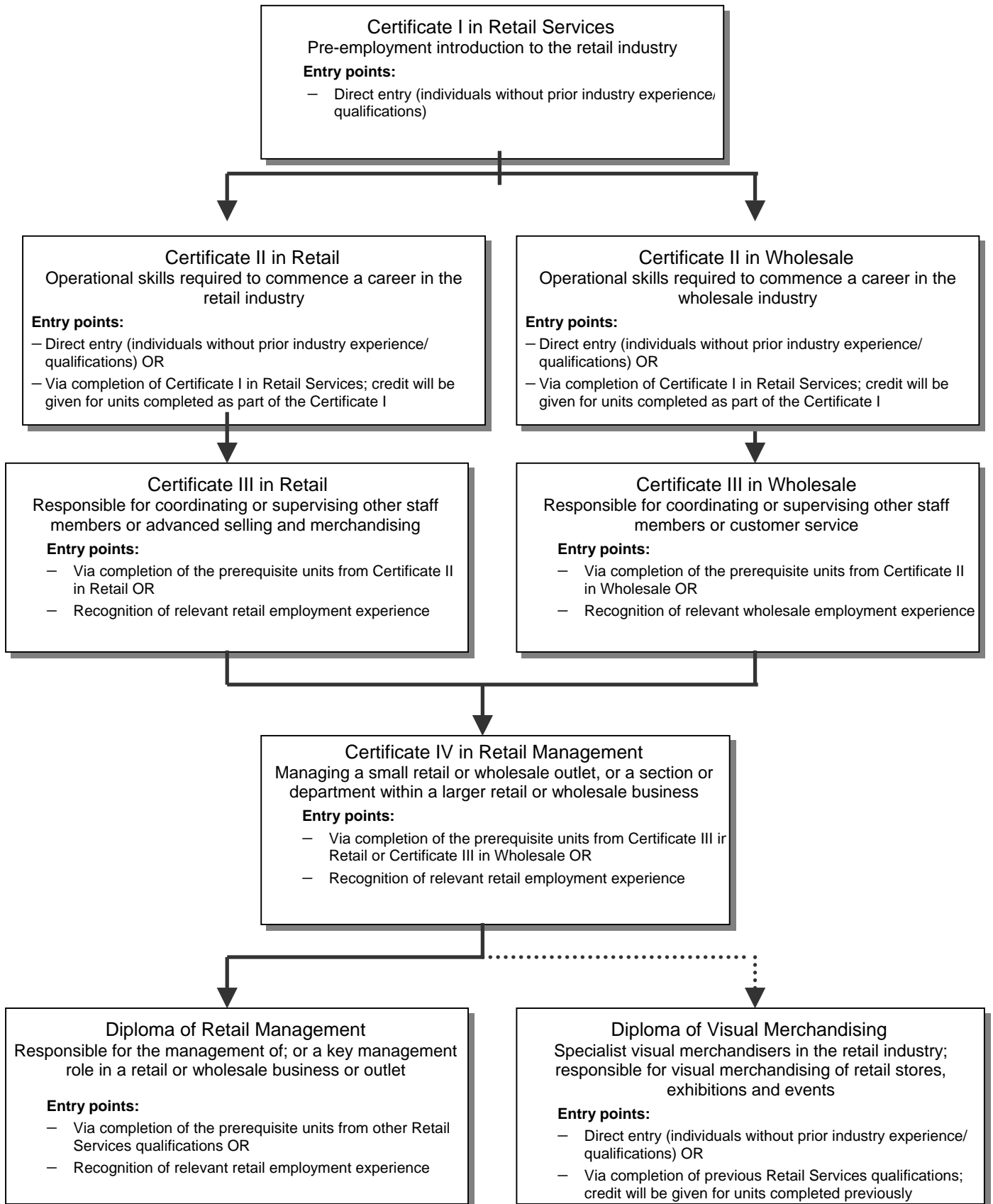
2.2.4 Pathways to a career through the Retail Services Training Package qualifications³

2.2.4.1 Community pharmacy qualification pathways



³ DEST, 2007, *Retail Services Training Package (SIR07)*, Volume One, pp 52–53.

2.2.4.2 Retail and Wholesale qualification pathways



2.2.5 Sample scope and sequence of units of competency to meet HSC course requirements and qualification packaging rules

The selection of units of competency should be undertaken under the guidance of the RTO to ensure that the RTO has scope to deliver them.

Units of competency contained in the Framework can be delivered by RTOs with the scope and appropriately accredited teachers and facilities. Teachers should seek advice from their school system/sector authority regarding which qualifications and units of competency they are qualified to deliver.

Guidelines regarding the selection of units of competency for qualification outcomes are provided in Section 15 of Part A of the Syllabus. Teachers should consult this document, along with Part B, when selecting units of competency.

The following examples have been developed as models which meet *HSC course indicative hour requirements* **and** *qualification packaging rules* for each qualification available in the Framework. Each model is an **example** of **one approach** and the models are **not prescriptive**.

2.2.5.1 Retail Services (240 indicative hours)

Example 1: Community Pharmacy

(240-hour course with 120-hour course exit point)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) over two years. Course requirements for Retail Services (120 indicative hours) and qualification packaging rules for Certificate I in Retail Services have been considered should a student exit the course at the end of Term 3, Year 11.

Possible qualification outcome:

- *Statement of Attainment towards Certificate II in Community Pharmacy.*

YEAR 11

		Week	1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	Introduction to the course	SIRXCCS002A Interact with customers (20)									
			SIRXCOM001A Communicate in the workplace (15)									
			SIRXIND001A Work effectively in a retail environment (10)					SIRXCLM001A Organise and maintain work areas (10) SIRXOHS001A Apply safe working practices (15)				
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)										→ A 35-hour work placement is to be undertaken by the end of Term 3

		Week	1	2	3	4	5	6	7	8	9	10	
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d SIRXCOM001A cont/d								SIRXCCS001A Apply point-of-sale handling procedures (10)			
		SIRXCLM001A cont/d SIRXOHS001A cont/d								SIRXICT001A Operate retail technology (20) SIRXRSK001A Minimise theft (10)			
		work placements											

		Week	1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRXCCS001A cont/d SIRXICT001A cont/d SIRXRSK001A cont/d					Yr 11 Exams		SIRXCCS001A cont/d SIRXICT001A cont/d SIRXRSK001A cont/d		SIRXIND001A Work effectively in a retail environment (10)	
		work placements					work placements ←					

		Week	1	2	3	4	5	6	7	8	9	10	
TERM 4	Retail Services (240 hours)	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines (20)						SIRPDIS001A Accept prescriptions and deliver medicine (10) SIRXCSS001A Apply point-of-sale handling procedures (10)					
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12											

YEAR 12

	Week	1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	SIRXSLS001A Sell products and services (15)								Year 12 Exams	
		SIRXSLS002A Advise on products and services (20)									
		work placements									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRXSLS001A cont/d		SIRXINV001A Perform stock control procedures (20)							
		SIRXSLS002A cont/d		SIRXMER001A Merchandise products (20)							
		work placements ←									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRXINV001A cont/d		Revision	Trial HSC		Revision				
		SIRXMER001A cont/d									

Example 2: Retail
(240-hour course with 120-hour course exit point)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) over two years. Course requirements for Retail Services (120 indicative hours) and qualification packaging rules for Certificate I in Retail Services have been considered should a student exit the course at the end of Term 3, Year 11.

Possible qualification outcome:

- *Certificate II in Retail.*

YEAR 11

		Week	1	2	3	4	5	6	7	8	9	10	
TERM 1	Retail Services (240 hours)	Introduction to the course	SIRXCCS002A Interact with customers (20)										
			SIRXCOM001A Communicate in the workplace (15)										
		SIRXIND001A Work effectively in a retail environment (10)	SIRXCLM001A Organise and maintain work areas (10)					SIRXOHS001A Apply safe working practices (15)					
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)					→ A 35-hour work placement is to be undertaken by the end of Term 3						

		Week	1	2	3	4	5	6	7	8	9	10	
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d SIRXCOM001A cont/d								SIRXCCS001A Apply point-of-sale handling procedures (10)			
		SIRXCLM001A cont/d SIRXOHS001A cont/d								SIRXICT001A Operate retail technology (20)			
		SIRXRSK001A Minimise theft (10)								work placements			

		Week	1	2	3	4	5	6	7	8	9	10	
TERM 3	Retail Services (240 hours)	SIRXCCS001A cont/d SIRXICT001A cont/d SIRXRSK001A cont/d					Yr 11 Exams		SIRXCCS001A cont/d SIRXICT001A cont/d SIRXRSK001A cont/d			SIRXIND001A Work effectively in a retail environment (10)	
		work placements					work placements ←						

		Week	1	2	3	4	5	6	7	8	9	10
TERM 4	Retail Services (240 hours)	SIRXINV001A Perform stock control procedures (20)										
		SIRXMER001A Merchandise products (20)										
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12										

YEAR 12

	Week	1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	SIRXSLS001A Sell products and services (15)								Year 12 Exams	
		SIRXSLS002A Advise on products and services (20)									
		work placements									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRXCSS001A Apply point-of-sale handling procedures (10)									
		SIRXFIN001A Balance point-of-sale terminal (15)									
		SIRXFIN002A Perform retail finance duties (20)									
		work placements ←									

	Week	1	2	3	4	5	6	7	8	9	10	
TERM 3	Retail Services (240 hours)	SIRXCSS001A cont/d		Revision	Trial HSC		Revision					
		SIRXFIN001A cont/d										
		SIRXFIN002A cont/d										

Example 3: Retail(240-hour course without 120-hour course exit point)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) over two years. The pattern of delivery has given greater consideration to the holistic delivery of units of competency than meeting the 120-hour course requirements.

(However, if this pattern of delivery was adopted and a student did decide to leave after 120 hours of the course, they could continue in Term 4 Year 11 to allow the following units of competency to be completed: SIRXICT001A and SIRXIND001A, providing the opportunity to achieve Certificate I in Retail Services).

Possible qualification outcome:

- *Certificate II in Retail.*

YEAR 11

Week		1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	Introduction to the course		SIRXCCS002A Interact with customers (20)							
		SIRXIND001A Work effectively in a retail environment (10)		SIRXCOM001A Communicate in the workplace (15)							
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)								→ A 35-hour work placement is to be undertaken by the end of Term 3	

Week		1	2	3	4	5	6	7	8	9	10	
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d						SIRXCCS001A Apply point-of-sale handling procedures (10)				
		SIRXCOM001A cont/d						SIRXICT001A Operate retail technology (10)				
		SIRXCLM001A cont/d						SIRXRSK001A Minimise theft (10)				
		work placements										

Week		1	2	3	4	5	6	7	8	9	10	
TERM 3	Retail Services (240 hours)	SIRXCCS001A cont/d					Yr 11 Exams	SIRXICT001A Operate retail technology (10)				
		SIRXICT001A cont/d						SIRXINV001A Perform stock control procedures (20)				
		SIRXRSK001A cont/d					SIRXMER001A Merchandise products (20)					
		work placements					work placements ←					

	Week	1	2	3	4	5	6	7	8	9	10	
TERM 4	Retail Services (240 hours)	SIRXICT001A cont/d SIRXINV001A cont/d SIRXMER001A cont/d							SIRXSL001A Sell products and services (15) SIRXSL002A Advise on products and services (20)			
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12										

YEAR 12

	Week	1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	SIRXIND001A Work effectively in a retail environment (10) SIRXSL001A cont/d SIRXSL002A cont/d								Year 12 Exams	
		work placements									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRXCSS001A Apply point-of-sale handling procedures (10) SIRXFIN001A Balance point-of-sale terminal (15) SIRXFIN002A Perform retail finance duties (20)									
		work placements ←									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRXCSS001A cont/d SIRXFIN001A cont/d SIRXFIN002A cont/d		Revision	Trial HSC		Revision				

Example 4: Wholesale(240-hour course with 120-hour course exit point)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) over two years. Course requirements for Retail Services (120 indicative hours) and qualification packaging rules for Certificate I in Retail Services have been considered should a student exit the course at the end of Term 3, Year 11.

Possible qualification outcome:

- *Statement of Attainment towards Certificate II in Wholesale.*

YEAR 11

Week		1	2	3	4	5	6	7	8	9	10		
TERM 1	Retail Services (240 hours)	Introduction to the course		SIRXCCS002A Interact with customers (20)									
		SIRXIND001A Work effectively in a retail environment (10)		SIRXCOM001A Communicate in the workplace (15)									
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)								→ A 35-hour work placement is to be undertaken by the end of Term 3			

Week		1	2	3	4	5	6	7	8	9	10	
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d SIRXCOM001A cont/d						SIRXCCS001A Apply point-of-sale handling procedures (10)				
		SIRXCLM001A cont/d SIRXOHS001A cont/d						SIRXICT001A Operate retail technology (20)				
		work placements										

Week		1	2	3	4	5	6	7	8	9	10	
TERM 3	Retail Services (240 hours)	SIRXCCS001A cont/d SIRXICT001A cont/d				Yr 11 Exams	SIRXCCS001A cont/d SIRXICT001A cont/d			SIRXIND001A Work effectively in a retail environment (10)		
		work placements			work placements ←							

Week		1	2	3	4	5	6	7	8	9	10
TERM 4	Retail Services (240 hours)	SIRXGLC003A Comply with legislative requirements affecting business activities (10)									
		SIRXINV001A Perform stock control procedures (20)									
		TDTD197B Shift materials safely using manual handling methods (10)									
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12									

YEAR 12

	Week	1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	SIRWIND001A Confirm wholesale business practices (20)								Year 12 Exams	
		SIRXGLC003A Comply with legislative requirements affecting business activities (15)									
		work placements									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRWIND001A cont/d		SIRWSLS001A Sell products and services to business customers (15)							
		SIRXGLC003A cont/d		SIRXCCS001A Apply point-of-sale handling procedures (10)							
				SIRXRSK001A Minimise theft (10)							
		work placements ←									

	Week	1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRWSLS001A cont/d		Revision	Trial HSC		Revision				
		SIRXCCS001A cont/d									
		SIRXRSK001A cont/d									

2.2.5.2 Retail Services (240 indicative hours) plus Community Pharmacy Specialisation Study (120 indicative hours)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) and concurrent delivery of Community Pharmacy Specialisation Study (120 indicative hours).

Possible qualification outcome:

- Certificate II in Community Pharmacy.

YEAR 11

Week		1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	Introduction to the course		SIRXCCS002A Interact with customers (20)							
		SIRXIND001A Work effectively in a retail environment (10)		SIRXCOM001A Communicate in the workplace (15)							
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)								→ A 35-hour work placement is to be undertaken by the end of Term 3	

Week		1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d SIRXCOM001A cont/d SIRXOHS001A cont/d SIRXCLM001A cont/d								SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines (20)	
		work placements									

Week		1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRPPKS001A cont/d		SIRPDIS001A Accept prescriptions and deliver medicine (10)			Yr 11 Exams	SIRPDIS001A cont/d SIRXCCS001A cont/d		SIRXSLS001A Sell products and services (15)	
				SIRXCCS001A Apply point-of-sale handling procedures (10)						SIRXSLS002A Advise on products and services (20)	
		work placements					work placements ←				

Week		1	2	3	4	5	6	7	8	9	10
TERM 4	Retail Services (240 hours)	SIRXSLS001A cont/d SIRXSLS002A cont/d								SIRXCCS001A Apply point-of-sale handling procedures (10)	
										SIRXICT001A Operate retail technology (10)	
										SIRXRSK001A Minimise theft (10)	
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12									

YEAR 12

Week		1	2	3	4	5	6	7	8	9	10	
TERM 1	Retail Services (240 hours)	SIRXCCS001A cont/d				SIRXIND001A Work effectively in a retail environment (10)						Year 12 Exams
		SIRXICT001A cont/d										
		SIRXRSK001A cont/d										
		work placements										

Week		1	2	3	4	5	6	7	8	9	10	
Community Pharmacy SS (120 hours)		SIRXFIN001A Balance point-of-sale terminal (15)				SIRPPKS002A Identify, locate and sell products related to allergies (10)						Yr 12 Exams
						SIRPPKS005A Identify, locate and sell cough and cold products (10)						
		→ An additional 35-hour work placement is to be undertaken by the end of Term 2, Year 12										

Week		1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRXICT001A Operate retail technology (10)									
		SIRXINV001A Perform stock control procedures (20)									
		SIRXMER001A Merchandise products (20)									
		work placements ←									

Week		1	2	3	4	5	6	7	8	9	10
Community Pharmacy SS (120 hours)		SIRPPKS003A Identify, locate and sell analgesic and anti-inflammatory products (10)									
		SIRPPKS006A Identify, locate and sell eye, ear and oral care products (10)									
		SIRPPKS007A Identify, locate and sell products for gastro-intestinal conditions (10)									
		SIRPPKS008A Identify, locate and sell first aid and wound care products (10)									
		SIRPPKS009A Identify, locate and sell products for skin and fungal conditions (10)									
		additional work placements ←									

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	Week	1	2	3	4	5	6	7	8	9	10
TERM 3	Retail Services (240 hours)	SIRXICT001A cont/d SIRXINV001A cont/d SIRXMER001A cont/d		Revision	Trial HSC		Revision				

	Week	1	2	3	4	5	6	7	8	9	10
Community Pharmacy SS (120 hours)	SIRXRPK002A Recommend hair, beauty and cosmetic products and services				Trial HSC		SIRXRPK002A cont/d				

2.2.5.3 Retail Services (240 indicative hours) plus Wholesale Specialisation Study (60 indicative hours)

This sample scope and sequence is for the delivery of Retail Services (240 indicative hours) and concurrent delivery of Wholesale Specialisation Study (60 indicative hours).

Possible qualification outcome:

- Certificate II in Wholesale.

YEAR 11

Week		1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	Introduction to the course		SIRXCCS002A Interact with customers (20)							
		SIRXIND001A Work effectively in a retail environment (10)		SIRXCOM001A Communicate in the workplace (15)							
		Assessment for RPL (Refer to Part A Syllabus – Section 8.4)								→ A 35-hour work placement is to be undertaken by the end of Term 3	

Week		1	2	3	4	5	6	7	8	9	10	
TERM 2	Retail Services (240 hours)	SIRXCCS002A cont/d SIRXCOM001A cont/d						SIRXCCS001A Apply point-of-sale handling procedures (10)				
		SIRXCLM001A cont/d SIRXOHS001A cont/d						SIRXICT001A Operate retail technology (20)				
		work placements										

Week		1	2	3	4	5	6	7	8	9	10	
TERM 3	Retail Services (240 hours)	SIRXCCS001A cont/d SIRXICT001A cont/d				Yr 11 Exams	SIRXCCS001A cont/d SIRXICT001A cont/d			SIRXIND001A Work effectively in a retail environment (10)		
		work placements			work placements ←							

Week		1	2	3	4	5	6	7	8	9	10
TERM 4	Retail Services (240 hours)	SIRXGLC003A Comply with legislative requirements affecting business activities (10)									
		SIRXINV001A Perform stock control procedures (20)									
		TDTD197B Shift materials safely using manual handling methods (10)									
		→ A second 35-hour work placement is to be undertaken by the end of Term 2, Year 12									

YEAR 12

Week		1	2	3	4	5	6	7	8	9	10
TERM 1	Retail Services (240 hours)	SIRWIND001A Confirm wholesale business practices (20)								Year 12 Exams	
		SIRXGLC003A Comply with legislative requirements affecting business activities (15)									
		work placements									

Week		1	2	3	4	5	6	7	8	9	10
Wholesale SS (60 hours)		SIRXICT002A Use computers as part of business and e-commerce processes (25)								Yr 12 Exams	
		SIRXPRO008A Access product and service performance data (25)									
		→ An additional 14-hour work placement is to be undertaken by the end of Term 2, Year 12									

Week		1	2	3	4	5	6	7	8	9	10
TERM 2	Retail Services (240 hours)	SIRWIND001A cont/d		SIRWSLS001A Sell products and services to business customers (15)							
		SIRXGLC003A cont/d		SIRXCCS001A Apply point-of-sale handling procedures (10)							
				SIRXRSK001A Minimise theft (10)							
		work placements ←									

Week		1	2	3	4	5	6	7	8	9	10
Wholesale SS (60 hours)		SIRXICT002A cont/d				TDTA1197B Package goods (10)					
		SIRXPRO008A cont/d									
		additional work placements ←									

Week		1	2	3	4	5	6	7	8	9	10		
TERM 3	Retail Services (240 hours)	SIRWSLS001A cont/d		Revision		Trial HSC		Revision					
		SIRXCCS001A cont/d											
		SIRXRSK001A cont/d											

2.2.6 The timing of work placement

The scheduling of work placement should reflect student readiness and complement off-the-job learning programs.

Some of the learning experiences for the HSC for the following units of competency may be best addressed before students undertake a work placement:

SIRXCCS002A	Interact with customers
SIRXCOM001A	Communicate in the workplace
SIRXOHS001A	Apply safe working practices.