

6 Other

6.1 Teaching and Learning Materials

It is the responsibility of the Registered Training Organisation (RTO) to determine the teaching and learning materials that will be used to support the delivery of Retail Services courses within the Retail Services Curriculum Framework.

Advice on curriculum materials which may be used to support the delivery of courses within the Retail Services Curriculum Framework is contained within the *Retail Services Curriculum Framework Stage 6 Resource List* (www.boardofstudies.nsw.edu.au). This information is provided as a guide to RTOs and teachers delivering HSC courses within the curriculum framework. The use of the listed training materials is not mandatory.

6.2 Comparison of the Retail Services Curriculum Framework and SIR07 with the Retail Curriculum Framework and WRP02, WRR02 and WRR01

Source: DEST, 2007, Retail Services Training Package (SIR07), Volume 1, Preliminary Information, pp xi-xxiv.

6.2.1 Qualifications

Retail Services CF	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Qualification code	Qualification title		Qualification code	Qualification title	
120-hour course	SIR10107	Certificate I in Retail Services	Replaces WRR10102; the intent of the qualification remains unchanged. The total number of units required to achieve this qualification has remained 5. Units updated but content and qualifications packaging unchanged.	WRR10102	Certificate I in Retail Operations	120-hour course
240-hour course + 120-hour specialisation study	SIR20107	Certificate II in Community Pharmacy	Replaces WRP20102; the intent of the qualification remains unchanged. The total number of units required to achieve this qualification has decreased from 26 to 22. Total number of core units has decreased from 23 to 19. Total number of elective units required has remained the same.	WRP20102	Certificate II in Community Pharmacy	not available

Retail Services CF	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Qualification code	Qualification title		Qualification code	Qualification title	
240-hour course	SIR20207	Certificate II in Retail	<p>Replaces WRR20102; the intent of the qualification remains unchanged.</p> <p>Existing units updated and additional electives added.</p> <p>The total number of units required to achieve this qualification has remained 14.</p> <p>Core reduced from 10 to 9 units.</p> <p>Total electives increased from 4 to 5.</p>	WRR20102	Certificate II in Retail Operations	240-hour course + 60-hour BEC
240-hour course + 60-hour specialisation study	SIR20307	Certificate II in Wholesale	<p>Replaces WRW20101; the intent of the qualification remains unchanged.</p> <p>The total number of units required to achieve this qualification has increased from 11 to 14.</p> <p>Core increased 9 to 10 units.</p> <p>Total electives increased from 2 to 4.</p>	WRW20101	Certificate II in Wholesale Operations	not available

6.2.2 Units of competency

[indicates units of competency that current Retail teachers are eligible to deliver]

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
compulsory	SIRXCCS001A	Apply point-of-sale handling procedures	updated and equivalent to	WRRCS2B	Apply point-of-sale handling procedures	compulsory 240-hour
compulsory	SIRXCCS002A	Interact with customers	updated and equivalent to	WRRCS3B	Interact with customers	compulsory 240-hour
compulsory	SIRXCLM001A	Organise and maintain work areas	updated and equivalent to	WRRM2B	Perform routine housekeeping duties	compulsory 240-hour
compulsory	SIRXCOM001A	Communicate in the workplace	unit based on but not equivalent Element 4: Maintain personal presentation deleted and moved to SIRXIND001A Work effectively in a retail environment Element 5: Follow routine instructions deleted and moved to SIRXIND001A Work effectively in a retail environment Element 7: Use retail numbers in the workplace deleted. Retail mathematical calculations, etc. explicitly included in relevant units	WRRCS1B	Communicate in the workplace	compulsory 240-hour
compulsory	SIRXICT001A	Operate retail technology	updated and equivalent to	WRRCA1B	Operate retail equipment	compulsory 240-hour
compulsory	SIRXIND001A	Work effectively in a retail environment	unit based on but not equivalent SIRXIND001A has the following additional elements: 3. Develop retail industry knowledge 4. Maintain personal presentation 5. Follow routine instructions	WRRER1B	Work effectively in a retail environment	compulsory 240-hour

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
compulsory	SIRXINV001A	Perform stock control procedures	unit based on but not equivalent The following WRR1B elements have been deleted: 2. Rotate stock. This has been included as a PC under Element 1 in SIRXINV001A 3. Participate in stocktake 4. Reorder stock Dispatch goods. This has been included as a PC under Element 1 in SIRXINV001A	WRR1B	Perform stock control procedures	compulsory 240-hour
compulsory	SIRXOHS001A	Apply safe working practices	updated and equivalent to	WRRLP1B	Apply safe working practices	compulsory 240-hour
compulsory	SIRXRSK001A	Minimise theft	updated and equivalent to	WRRLP2B	Minimise theft	compulsory 240-hour
general selling stream or elective	SIRXMER001A	Merchandise products	updated and equivalent to	WRRM1B	Merchandise products	BEC
general selling stream or elective	SIRXSLS001A	Sell products and services	updated and equivalent to	WRRS1B	Sell products and services	compulsory 240-hour
general selling stream or general food selling stream or elective	SIRXSLS002A	Advise on products and services	updated and equivalent to	WRRS2B	Advise on products and services	BEC
general food selling stream or elective	SIRRFSA001A	Apply retail food safety practices	unit based on but not equivalent Updated to better comply with current food safety legislative requirements	WRRLP6C	Apply retail food safety practices	BEC
general food selling stream or elective	SIRRMER001A	Merchandise food products	updated and equivalent to	WRRFM1B	Merchandise food products	BEC
general food selling stream or elective	SIRRRPK001A	Advise on food products and services	updated and equivalent to	WRRFS1B	Advise on food products and services	BEC

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
general food selling stream or elective	SIRRMER002A	Pack and display meat products	updated and equivalent to	WRRFM2B	Pack and display meat products	BEC
general food selling stream or elective	SIRRRPK002A	Advise on meat products	updated and equivalent to	WRRFS2B	Advise on meat products	BEC
general food selling stream or elective	SIRRMER003A	Prepare and display fast food items	updated and equivalent to	WRRFM3B	Prepare and display fast food items	BEC
general food selling stream or elective	SIRRRPK003A	Advise on fast food products	updated and equivalent to	WRRFS3B	Advise on fast food products	BEC
general food selling stream or elective	SIRRMER004A	Prepare and display bakery products	updated and equivalent to	WRRFM5B	Prepare and display bakery products	BEC
general food selling stream or elective	SIRRRPK004A	Advise on bakery products	updated and equivalent to	WRRFS5B	Advise on bakery products	BEC
general food selling stream or elective	SFIDIST202B	Retail fresh, frozen and live seafood	imported from SFI04 Seafood Industry Training Package	– (WRRFM6B)	– (Prepare and display fresh, frozen and live seafood products)	BEC
general food selling stream or elective	SIRRRPK005A	Advise on seafood products	updated and equivalent to	WRRFS6B	Advise on seafood products	BEC
wholesale stream or elective	SIRWIND001A	Confirm wholesale business practices	updated and equivalent to	WRWWS201A	Confirm wholesale business practices	–
wholesale stream or elective	SIRWSLS001A	Sell products and services to business customers	updated and equivalent to	WRWSL201A	Sell products and services to business customers	–
wholesale stream or elective	SIRXGLC003A	Comply with legislative requirements affecting business activities	updated and equivalent to	WRWOP201A	Comply with legislative requirements impacting business operations	–
elective	BSBCMN212A	Handle mail	imported from BSB01 Business Services Training Package	–	–	–
elective	SIRXADM001A	Apply retail office procedures	updated and equivalent to	WRRCA2B	Apply retail office procedures	–
elective	SIRXADM002A	Coordinate retail office	updated and equivalent to	WRRCA4B	Coordinate retail office	–

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
elective	BSBCMN205A	Use business technology*	imported from BSB01 Business Services Training Package	–	–	–
elective	ICTCC120A	Use basic computer technology	imported from ICT02 Telecommunications Training Package	–	–	–
elective	ICTCC121A	Use an enterprise information system	imported from ICT02 Telecommunications Training Package	–	–	–
elective	ICTCC241A	Process sales	imported from ICT02 Telecommunications Training Package	–	–	–
elective	SIRXICT002A	Use computers as part of business and e-commerce processes	updated and equivalent to	WRWSL203A	Use computers as part of business and e-commerce processes	–
elective	SIRPDIS001A	Accept prescriptions and deliver medicine	unit based on but not equivalent SIRPDIS001A includes an additional element: Deliver medicines to customers within the community pharmacy	WRPDIS101A	Accept prescriptions for dispensing	–
elective	SIRPDIS002A	Deliver prescription medicines to customers outside the pharmacy	unit based on but not equivalent SIRPDIS002A relates specifically to delivery of prescription medicines to customers outside the pharmacy. It deletes the element: Deliver medication to patient within the pharmacy	WRPDIS202A	Delivery of medication	–
elective	SIRPPKS001A	Support the sale of pharmacy and pharmacist-only medicines	Covers privacy and confidentiality of customer information (removed from product units to reduce duplication)	New unit	–	–

* some currently-trained Retail teachers are also accredited to deliver this unit of competency

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
elective	SIRPPKS002A	Identify, locate and sell products related to allergies	updated and equivalent to	WRPPK210A	Apply product knowledge for allergy conditions	–
elective	SIRPPKS003A	Identify, locate and sell analgesic and anti-inflammatory products	updated and equivalent to	WRPPK201A	Apply product knowledge for analgesic and anti-inflammatory needs	–
elective	SIRPPKS004A	Identify, locate and sell baby and infant products	updated and equivalent to	WRPPK202A	Apply product knowledge for baby/infant care needs	–
elective	SIRPPKS005A	Identify, locate and sell cough and cold products	updated and equivalent to	WRPPK203A	Apply product knowledge for cough and cold needs	–
elective	SIRPPKS006A	Identify, locate and sell eye, ear and oral care products	updated and equivalent to	WRPPK205A	Apply product knowledge for eye, ear and oral care needs	–
elective	SIRPPKS007A	Identify, locate and sell products for gastro-intestinal conditions	updated and equivalent to	WRPPK206A	Apply product knowledge for gastro-intestinal needs	–
elective	SIRPPKS008A	Identify, locate and sell first aid and wound care products	updated and equivalent to	WRPPK208A	Apply product knowledge for injury and wound care needs	–
elective	SIRPPKS009A	Identify, locate and sell products for skin and fungal conditions	updated and equivalent to	WRPPK211A	Apply product knowledge for skin and fungal conditions	–
elective	SIRWFIN001A	Complete debtor processes	updated and equivalent to	WRWFN201A	Complete debtor processes	–
elective	SIRXFIN001A	Balance point-of-sale terminal	updated and equivalent to	WRRF1B	Balance point-of-sale terminal	compulsory 240-hour
elective	SIRXFIN002A	Perform retail finance duties	updated and equivalent to	WRRF2B	Perform retail finance duties	–
elective	TDTA1197B	Package goods	imported from TDT02 Transport and Distribution Training Package	–	–	–

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
elective	TDTA1297B	Pick and process orders	imported from TDT02 Transport and Distribution Training Package	–	–	–
elective	TDTA2197B	Despatch stock	imported from TDT02 Transport and Distribution Training Package	–	–	–
elective	TDTD197B	Shift materials safely using manual handling methods	imported from TDT02 Transport and Distribution Training Package	–	–	–
elective	TDTD1397B	Move materials mechanically using automated equipment	imported from TDT02 Transport and Distribution Training Package	–	–	–
elective	SIRWINV001A	Process purchases	updated and equivalent to	WRWPS201A	Process purchases	–
elective	SIRXINV002A	Maintain and order stock	updated and equivalent to	WRR15A	Maintain and order stock	–
elective	SIRXMPR002A	Provide marketing and promotion program support	updated and equivalent to	WRWMK201A	Provide marketing and promotion program support	–
elective	SIRXMPR003A	Conduct telemarketing	updated and equivalent to	WRWMK202A	Conduct telemarketing	–
elective	SIRXMER005A	Create a display	unit based on but not equivalent SIRXMER005A content simplified so that unit is applicable to floor staff across a range of retail and wholesale businesses	WRRM6A	Create a display for small business	–
elective	BSBSLS301A	Develop product knowledge	imported from BSB01 Business Services Training Package	–	–	–
elective	SIRXRPK001A	Recommend health and nutritional products	updated and equivalent to	WRRSS16B	Recommend health and nutritional products and services	BEC
elective	SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	updated and equivalent to	WRRSS15B	Recommend hair/beauty/cosmetic products	BEC

Retail Services CF 240-hour course	SIR07		Nature of relationship	WRP02/WRR02/WRW01		Retail CF/BEC
	Unit code	Unit title		Unit code	Unit title	
elective	SIRRRPK014A	Recommend specialised products and services	updated and equivalent to	WRRSS20A	Recommend specialised products and services	BEC
elective	SIRRPOS001A	Process postal outlet transactions	updated and equivalent to	WRRRP4A	Process postal outlet transactions	–
elective	SIRRPOS002A	Handle mail received in a retail environment	updated and equivalent to	WRRRP2A	Handle mail received in a retail environment	–
elective	SIRRPOS003A	Deliver mail in a retail environment	updated and equivalent to	WRRRP3A	Deliver mail in a retail environment	–
elective	SIRXPRO008A	Access product and service performance data	updated and equivalent to	WRWPL201A	Access product and service performance data	–

6.3 Frequently asked questions

This Framework replaces the Retail Curriculum Framework (approved 1999, updated 2002).

Why do the existing VET syllabuses have to be changed?

Industry curriculum frameworks are based on nationally endorsed Training Packages. These Training Packages are subject to revision on a regular basis to reflect contemporary industry practices and workforce needs.

The Retail Curriculum Framework was revised in response to the introduction of the new Retail Services (SIR07) Training Package developed by the Service Skills Australia (SSA) Industry Skills Council. The SIR07 Training Package was endorsed by the Department of Education, Science and Training (DEST) in September 2007.

What are the key benefits to the students?

The new Retail Services Curriculum Framework provides students with the opportunity to gain credit towards the HSC (for up to a total of six units at the preliminary and/or HSC level) and the latest AQF VET qualifications (Certificate and/or Statement of Attainment) including Certificates II in Community Pharmacy, Retail or Wholesale. These qualifications are nationally recognised industry qualifications and articulate into higher-level qualifications in retail services industries which students may pursue post-school.

How will the new Retail Services Framework differ from the Retail Framework?

Community pharmacy and wholesale are new industry areas available within the Framework. The general selling and general food selling streams of the Retail Board Endorsed Course (BEC) are once again included in the Framework, providing students with the opportunity to achieve a Certificate II in Retail through the 240-hour course.

Selection of one of three streams – general selling, general food selling or wholesale – as well as elective units of competency from an extensive elective pool, allows students the opportunity to achieve units of competency specific to a particular industry area, eg community pharmacy, wholesale and retail food selling.

The new Framework contains both a Community Pharmacy and a Wholesale Specialisation Study providing students with the opportunity to achieve a Certificate II in Community Pharmacy or Wholesale. Students may only undertake a specialisation study if they are currently enrolled in, or have completed, the 240-hour course.

In Part B of the Syllabus, HSC requirements and advice have only been written for the examinable units of competency. Most compulsory units of competency from the 240-hour course, as well as units of competency from the selected stream, are examinable.

As a variety of methods are being used to record student achievement, a complete competency record will not be developed. However, a template page similar to that available for the Retail Curriculum Framework is provided in Section 4 of this Support Document.

How will the new Retail Services Framework be similar to the Retail Framework?

As with the Retail Framework, the new Retail Services Framework contains a 120-hour course and a 240-hour course.

Although updated, all units of competency that teachers deliver from the existing Framework have been included in the new Framework. A table that summarises changes between the 'old' and 'new' as outlined in the SIR07 Training Package is provided in Section 6.2 of this Support Document. It is anticipated that resources and assessment items currently being used by teachers will be able to be used when delivering courses from the new Framework.

Work placement continues to be a mandatory HSC requirement for all courses within the new Framework and appropriate hours have been assigned to each course. Work placement is to be undertaken in a retail services industries environment.

The new Framework continues to provide an optional HSC examination, which allows results from the course Retail Services (240 indicative hours), to contribute to the calculation of the Universities Admissions Index (UAI).

What happens if a student already has current knowledge, skills and experience within the retail services industries?

Students undertaking courses within the new Retail Services Framework might have current retail services knowledge, skills and experience relevant to units of competency within the courses. Registered Training Organisations (RTOs) have policies and procedures in place for recognition of prior learning (RPL).

If RPL is awarded for any units of competency in the 240-hour course there is opportunity for selecting alternative units of competency from the remaining electives in the 240-hour course to satisfy indicative hour requirements for HSC credit.

Note, however, that for any examinable unit of competency where RPL has been granted, teachers need to ensure that the HSC requirements and advice have been adequately addressed.

When can students start the courses from the new Retail Services Framework?

The Stage 6 Retail Services Curriculum Framework (approved October 2007) will be available for study by Year 11 students from 2008, with the first optional HSC examination in 2009.

Students currently enrolled in Retail Operations courses will complete the courses they have commenced. The 2008 optional HSC examination will be based on the existing Retail Operations (240 indicative hours) course.

When will the new Retail Services Framework be available to teachers?

The new syllabus documents are now available via the HSC Syllabuses section of the Board of Studies website.

All Retail-trained teachers and all Year 7–12 schools and colleges of TAFE NSW currently delivering courses from the Retail Curriculum Framework were sent a printed copy of the Syllabus Parts A and B during Term 4, 2007.

This support document is designed to aid teachers in the initial implementation of the new Retail Services Framework.

A specimen HSC examination will be developed for the new Framework and available in 2008.

Will secondary teachers need to be retrained to deliver the new Retail Services Framework?

The Qualifications Recognition and Resource Requirements Committee (QRRRC), convened by the Department of Education and Training, has established sub-committees to determine the teacher qualification requirements for delivery of Industry Curriculum Frameworks in schools. The sub-committees comprise representatives of the three school sectors (DET, AIS and CEC), the relevant Industry Training Advisory Board, TAFE NSW and the Office of the Board of Studies NSW. This committee considers the need for retraining of any teachers currently delivering HSC courses once a revised/new Framework has been developed and approved.

It is anticipated that teachers currently accredited to deliver the Retail Curriculum Framework will continue delivering similar courses from the new Framework without having to undertake any additional training. Additional accreditation will be required for units of competency new to the Framework including those in industry areas of community pharmacy and wholesale.

School authorities will provide advice to teachers on training issues related to the delivery of the new Retail Services Framework.