

## Retail Services

**AQF VET qualification:** SIR10112 Certificate I in Retail Services

**Training Package:** SIR07 Retail Services (version 3.3)

BOS course name	BOS course number	Schools Online (Administration) entry advice
Retail Services	85990	<p>This course number should always be entered as a 'Year 10' entry.</p> <p>This applies to students doing the course in either Year 9 or Year 10.</p> <p>The course entry needs to be made in the calendar year that the course is undertaken.</p>

**Exclusions:** Nil

### Stage 5 course requirements

This course will be credentialled as a 100-hour elective study on the Record of School Achievement (RoSA).

Students must attempt:

- all core units of competency
- elective units of competency to a minimum of 50 indicative hours and to meet qualification packaging rules.

It is strongly recommended that project and work-based learning opportunities be used as a teaching and learning strategy throughout the course. These could include group project work, individual research or other activities that meet the learning needs of students. There is a range of career, enterprise and work education programs currently operating in schools that may be linked to the Retail Services course.

Students must satisfy the course completion criteria as required by the Board of Studies. Refer to the [Assessment Certification Examination \(ACE\) website](#). There must be sufficient evidence that the student has:

- followed the course developed by the Board
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course
- achieved some or all of the course outcomes.

## Course content

### CORE

Unit code and title	Status for AQF VET qualification	Indicative hours of credit
<a href="#">SIRXCOM101</a> <a href="#">Communicate in the workplace to support team and customer outcomes</a>	core	15
<a href="#">SIRXIND101</a> <a href="#">Work effectively in a customer service environment</a>	core	20
<a href="#">SIRXWHS101</a> <a href="#">Apply safe work practices</a>	core	15

**Total indicative hours for core units of competency: 50**

### ELECTIVE

Unit code and title	Status for AQF VET qualification	Indicative hours of credit
<a href="#">SIRXCLM101</a> <a href="#">Organise and maintain work areas</a>	elective – listed	10
<a href="#">SIRXICT001A</a> <a href="#">Operate retail technology</a>	elective – listed	20
<a href="#">SIRXIND102</a> <a href="#">Plan a career in the retail industry</a>	elective – listed	10
<a href="#">SITXFSA101</a> <a href="#">Use hygienic practices for food safety</a>	elective	10
<a href="#">HLTAID002</a> <a href="#">Provide basic emergency life support</a>	elective	10
<a href="#">ICAICT103A</a> <a href="#">Use, communicate and search securely on the internet</a>	elective	20
<a href="#">MEM11011B</a> <a href="#">Undertake manual handling</a>	elective	5
<a href="#">SIRCIND202</a> <a href="#">Plan a career in community pharmacy</a>	elective	10
<a href="#">SITHFAB204</a> <a href="#">Prepare and serve espresso coffee</a> Pre-requisite: <a href="#">SITXFSA101</a>	elective	15
<a href="#">TLIE1005A</a> <a href="#">Carry out basic workplace calculations</a>	elective	20

### AQF VET qualification

Qualification packaging rules are contained in the [SIR07 Retail Services Training Package](#) at <http://training.gov.au>.

In summary, to attain [SIR10112 Certificate I in Retail Services](#) students must achieve 5 units of competency including:

- a) 3 core units of competency
- b) 2 elective units of competency:
  - a minimum of 1 unit must be selected from the listed electives
  - 1 unit may be selected from any Training Package or accredited course first packaged at AQF level 1 or 2.

## Other information

### Criteria for the endorsement of Board Endorsed VET courses (VET BECs)

The criteria for endorsement of VET BECs are outlined in the *Guidelines for Stages 5 and 6 Board Endorsed VET Courses* available on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/board-endorsed-courses.html](http://www.boardofstudies.nsw.edu.au/voc_ed/board-endorsed-courses.html).

### Stage 5 VET course delivery

Information is available on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/stage-5.html](http://www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html).

Stage 5 VET courses can only be delivered by a Registered Training Organisation (RTO) with the relevant qualification and units of competency on their scope of registration. Scope of registration can be checked at <http://training.gov.au>.

RTOs offering training programs for the delivery and assessment of the Retail Services Stage 5 VET course must meet the requirements of the VET Quality Framework, the [SIR07 Retail Services Training Package](#) and the Stage 5 course.

Information about the delivery of VET courses by RTOs other than school system RTOs or TAFE NSW institutes is contained on the Board's [Assessment Certification Examination \(ACE\) website](#).

Non-government schools outsourcing delivery of HSC VET courses to external providers also need to refer to the *Registered and Accredited Individual Non-government Schools (NSW) Manual* or *Registration Systems and Member Non-government Schools (NSW) Manual* which are available on the Board's website at [www.boardofstudies.nsw.edu.au/manuals/#regaccreditsystemsmanuals](http://www.boardofstudies.nsw.edu.au/manuals/#regaccreditsystemsmanuals).

### Allocation of indicative hours of credit

Units of competency drawn from Training Packages are not defined in terms of duration. The amount of time required by individual students to achieve competency will vary according to their aptitude and experience. Where a training program is designed for delivery by an RTO, the RTO will specify the length of the training program according to the delivery strategies and/or curriculum resources chosen.

However, for the purposes of the RoSA, VET courses must be described in terms of their indicative hours. For this reason, indicative hours have been assigned to each unit of competency. It is emphasised that the assignment of indicative hours does not imply that all students will fulfil all requirements of a unit of competency within these hours. RTOs may determine that additional or fewer hours are required for the achievement of particular competencies. However, this does not alter the indicative hours allocated, only the delivery hours.

Students may need to spend additional time practising skills in a work environment and completing projects and assignments, in order to fulfil Training Package assessment requirements.

### Recognition of Prior Learning (RPL) and credit transfer within VET courses

Students who have current knowledge, skills or experience relevant to a VET course may be granted credit towards the course requirements.

Arrangements for RPL and credit transfer within VET courses, including processes, application forms and examples of possible scenarios, are detailed on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/rpl.html](http://www.boardofstudies.nsw.edu.au/voc_ed/rpl.html).

## **Students with special education needs**

Students with special education needs may access a VET course in one of two ways:

- by undertaking the course under regular course arrangements, or
- by undertaking selected units of competency within the course that have been identified through the collaborative curriculum planning process.

For more information, see the [\*VET Courses and Students with Special Education Needs\*](#) fact sheet on the Board's website.