Retail
Curriculum Framework
Stage 6 Syllabus
Part B

for implementation from 2000

Retail Operations (240 indicative hours)
Retail Operations (120 indicative hours)
Retail Operations – General Selling (60 indicative hours)
Retail Operations – Fresh Food Selling (60 indicative hours)
Retail Operations – Clerical Administrative (60 indicative hours)

1999
Acknowledgement

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

Tel: (02) 9367 8111

Internet: http://www.boardofstudies.nsw.edu.au

ISBN 0 7313 4395 6
The Retail Curriculum Framework

The Retail Curriculum Framework has been developed to provide students with the opportunity to gain credit towards the NSW Higher School Certificate and credit towards national vocational qualifications in Retail under the Australian Qualifications Framework. The framework is based on the national Retail Training Package.

This industry curriculum framework incorporates all Higher School Certificate Retail VET courses including:
- courses delivered by schools
- courses delivered by TAFE colleges
- courses delivered by other Registered Training Organisations on behalf of schools or TAFE colleges.

This document, Part B of the Retail Curriculum Framework Stage 6 Syllabus, contains the text of the units of competency from the Retail Training Package that comprise Phase A, Phase B and Phase C1 of the AQF Certificate II in Retail Operations. Each unit of competency is accompanied by HSC Requirements and Advice. Part A of this syllabus contains general advice about the Retail Curriculum Framework and describes course structures and requirements, including work placement. Part A should be used as the first point of reference when planning the implementation of VET courses for the HSC.

Industry Curriculum Framework Documentation

- Syllabus Part A
  - Course Structures and Requirements
- Syllabus Part B
  - Units of Competency and HSC Requirements
- Competency Record Book
- Support Document
## Retail Curriculum Framework – Units of Competency Contained in Part B

This document contains the following units of competency together with HSC Requirements and Advice for each unit.

<table>
<thead>
<tr>
<th>UNIT</th>
<th>Code</th>
<th>Phase</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRRCS.1A</td>
<td>A</td>
<td>A</td>
<td>Communicate in the Workplace ##</td>
</tr>
<tr>
<td>WRRER.1A</td>
<td>A</td>
<td>A</td>
<td>Work Effectively in a Retail Environment</td>
</tr>
<tr>
<td>WRRLP.1A</td>
<td>A</td>
<td>A</td>
<td>Apply Safe Work Practices</td>
</tr>
<tr>
<td>WRRM.2A</td>
<td>A</td>
<td>A</td>
<td>Perform Routine Housekeeping Activities</td>
</tr>
<tr>
<td>WRRCA.1A</td>
<td>A</td>
<td>A</td>
<td>Operate Retail Equipment</td>
</tr>
<tr>
<td>RET001</td>
<td>A</td>
<td>A</td>
<td>Introduction to Retailing #</td>
</tr>
<tr>
<td>WRRLP.2A</td>
<td>B</td>
<td>B</td>
<td>Minimise Theft</td>
</tr>
<tr>
<td>WRRCS.2A</td>
<td>B</td>
<td>B</td>
<td>Apply Point of Sale Handling Procedures</td>
</tr>
<tr>
<td>WRRCS.3A</td>
<td>B</td>
<td>B</td>
<td>Interact with Customers</td>
</tr>
<tr>
<td>WRRI.1A</td>
<td>B</td>
<td>B</td>
<td>Perform Stock Control Procedures</td>
</tr>
<tr>
<td>WRRF.1A</td>
<td>B</td>
<td>B</td>
<td>Balance the Register/Terminal</td>
</tr>
<tr>
<td>WRRS.1A</td>
<td>C1/2</td>
<td>C1/2</td>
<td>Sell Products and Services</td>
</tr>
<tr>
<td>WRRS.2A</td>
<td>C1</td>
<td>C1</td>
<td>Advise on Products and Services</td>
</tr>
<tr>
<td>WRRM.1A</td>
<td>C1</td>
<td>C1</td>
<td>Merchandise Products</td>
</tr>
</tbody>
</table>

# Additional Module not in Retail Training Package
## Includes Retail Documentation and Calculations

Each unit is printed and numbered separately, so that it may be easily replaced if there are changes to the Retail Training Package. The units are dated and any subsequent versions will also be dated.

The **Key to Units** explains the purpose of each part of the layout for the units.

For information on Phase C2 and Phase C3 units, which are not included in Part B, please consult the Board of Studies website [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au) or the Retail Training Package.