

Retail Services

Industry Curriculum Framework



Why study Retail?

The retail industry can provide students with a career path that leads to higher executive levels within the retail industry.

Students can gain skills in operating retail equipment, stock control, customer service and selling skills.

Working in the retail industry involves:

- customer service
- stock control
- teamwork
- designing and creating displays
- using cash registers, scanners, computers, telephones

Samples of occupations students can aim for in the retail industry:

- ✓ buyer
- ✓ customer service assistant
- ✓ merchandise
- ✓ sales person
- ✓ stock controller
- ✓ visual merchandiser

Depending on competencies chosen, full or part qualifications from the Retail Training Package (SIR07) are available in clerical administration; general selling; and general food selling. Your teacher or VET Coordinator will advise the competencies and qualifications that may be available.

The qualifications in Retail available through the Retail Services Curriculum Framework are:

- Certificate II in Retail Services SIR20212*

The following additional qualifications may also be available for delivery by TAFE NSW or another training provider:

- Certificate II in Community Pharmacy SIR20112*
- Certificate III in Retail Fast Food SIR20312*
- Certificate III in Retail Operations SIR30212*

* A statement of attainment in partial completion of qualification/s may also be available.

For more information on possible outcomes please refer to the Retail Services Curriculum Framework syllabus that can be found by visiting the VET Curriculum Frameworks page of the Board of Studies NSW website: http://www.boardofstudies.nsw.edu.au/syllabus_hsc/retail-services.html

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Course description

This course is based on units of competency, which have been drawn up by the retail industry to describe the competencies, skills and knowledge needed by workers in the industry.

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| Mandatory |
| Customer Service |
| SIRXCCS202 Interact with customers |
| SIRXCOM101 Communicate in the workplace to support team and customer outcomes |
| Safety |
| SIRXWHS101 Apply safe work practices |
| Sales and Security |
| SIRXCCS201 Apply point of sale handling procedures - |
| SIRXRSK201 Minimise loss |
| SIRXSLS201 Sell products and services |
| Working in the industry |
| SIRXCOM101 Communicate in the workplace to support team and customer outcomes |
| SIRXIND101 Work effectively in a customer service environment |
| Retail general selling stream |
| SIRXMER201 Merchandise products |
| SIRXSLS002A Advise on products and services |
| Food selling stream |
| SIRRFSA001A Apply retail food safety procedures |
| SIRRMER001A Merchandise food products |
| SIRRRPK001A Advise on food products and services |
| Community Pharmacy stream |
| HLTIN301C Comply with infection control policies and procedures |
| SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacy Only Medicines |
| SIRCIND201 Operate in a community pharmacy framework |

Work placement is a mandatory HSC requirement within this Framework - 70 hours for a 2 year course.

Recognition of Prior Learning

If you have already completed all or part of a similar vocational course elsewhere, such as at TAFE, your previous studies and results will be recognised. You will not have to repeat that training and assessment. Additionally if through previous work or life experiences you have already developed high level skills in this course area, these may also be able to be recognised. Your teacher or VET Coordinator can provide more details of the recognition process.

School-based traineeships are available in this industry area, for more information:

<http://www.sbatinnsw.info/>