HSC COURSE DESCRIPTION 2012 – RETAIL SERVICES

Board Developed Course
Minimum mandatory work placement – 70hrs

A total of 4 units of credit - Preliminary and/or HSC Category B status for Australian Tertiary Admission Rank (ATAR)

This curriculum framework includes courses which are accredited for the HSC and provides students with the opportunity to obtain nationally recognised vocational qualifications. This is known as dual accreditation.

Course Description
This course is for students who wish to develop knowledge and skills to commence a career and be an effective employee in the retail services industry.

Course Structure

COMPULSORY UNITS
SIRXCCS001A Apply point-of-sale handling procedures
SIRXCCS002A Interact with customers
SIRXCLM001A Organise and maintain work areas
SIRXCOM001A Communicate in the workplace
SIRXICT001A Operate retail technology
SIRXIND001A Work effectively in a retail environment
SIRXINV001A Perform stock control procedures
SIRXOH5001A Apply safe working practices
SIRXRSK001A Minimise theft

GENERAL SELLING STREAM
SIRXMER001A Merchandise products
SIRXLS001A Sell products and services
SIRXLS002A Advise on products and services

ELECTIVE - FINANCE
SIRXFIN001A Balance point-of-sale terminal
SIRXFIN002A Perform retail finance duties

SIRXRSK001A Minimise theft

* Can only be delivered if teacher is qualified

Assessment and Course Completion

Competency-based Assessment
Students in this course work to develop the competencies, skills and knowledge described by each unit of competency. To be assessed as competent a student must demonstrate that they can effectively carry out tasks to industry standard. Students will be progressively assessed as ‘competent’ or ‘not yet competent’ in individual units of competency.

Optional HSC examination
Students completing this course are eligible to sit an optional, written HSC examination. The purpose of the examination is to provide a mark which may be used in the calculation of the ATAR. The examination is independent of the competency-based assessment undertaken during the course and has no impact on the eligibility to receive an AQF VET qualification.

N Determinations
Where a student has not met Board of Studies course completion criteria, including meeting work placement requirements – 35hrs (Prelim) / 35hrs (HSC), they will receive an ‘N’ determination (course not satisfactorily completed). The course will then not count towards the HSC although units of competency achieved will still count towards AQF VET qualification.

Appeals
Students may lodge appeals against assessment decisions or ‘N’ determinations through their school or college.
## Pathways to Industry

Skills gained in this industry transfer to other occupations. Working in the retail industry involves:

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

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

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

## Course costs:

- $0 (Preliminary)
- $0 (HSC)

## Course requirements:

- A workbook and an A4 loose leaf folder

## AQF VET Qualification(s)

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Certificate I in Retail Services (SIR10107)
- Certificate II in Retail (SIR20207)

Statements of Attainment in partial completion of these Certificates may also be available.

Your teacher or VET Coordinator will advise the competencies and qualifications that may be available.


A school-based traineeship is available in this course, for more information: [http://www.sbatinnsw.info/](http://www.sbatinnsw.info/)

## Exclusions:

Nil