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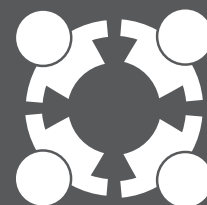
INTEGRITY



BOLDNESS



TEAMWORK



Wholesale, Retail and Personal Services

**INDUSTRY REFERENCE COMMITTEE  
INDUSTRY SKILLS FORECAST**

REFRESHED APRIL 2017

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## Executive summary

The Wholesale, Retail and Personal Services (WRAPS) Industry Reference Committee (IRC) is responsible for ensuring nationally recognised WRAPS qualifications deliver the skills and knowledge required to equip its sectors with a highly skilled workforce, both now and into the future. IRC membership comprises industry associations, employee associations, training providers and employers.

The WRAPS IRC has responsibility for thirty-five qualifications aligned to job roles within the following sectors:

- Beauty;
- Community Pharmacy;
- Floristry;
- Funerals;
- Hairdressing;
- Retail; and
- Wholesale.

The WRAPS IRC commits to thorough and inclusive national consultation to ensure training package products under its remit are reflective of current industry skills needs and provide opportunities for workforce development that actively contributes to the variability and productivity of its sectors. Recognition is given to the need for training package related decisions to be made based on appropriate levels of industry engagement and input.

Further, the IRC acknowledges the COAG Industry and Skills Ministers' priorities and will utilise consultation activities, through the support of SkillsIQ, to gain a national perspective on:

- opportunities to identify and remove obsolete training package products from the system
- industry expectations for training delivery and assessment to be documented within Implementation Guides
- opportunities to enhance portability of skills from one related occupation to another
- opportunities to remove unnecessary duplication within the system and create training package products that may have application to multiple industry sectors
- opportunities for the development of skill sets.

Where available the IRC will seek and maximise opportunities to work collaboratively with other IRCs.

This Industry Skills Forecast proposes a schedule for the ongoing review of relevant training package products to inform the development of the four-year rolling National Schedule. An industry analysis of both new and emerging workforce skills needs of the sector has informed this plan.

Sector analysis and industry consultation indicate that the sector is, and will continue to be, impacted by a number of challenges and opportunities, including:

- heightened customer expectations and demands;
- rapid advances in, and uptake of, technology, digital marketing and social media;
- increasing competition, particularly from international entrants;
- income and population growth leading to increased spending;
- an appearance-driven society creating demand for WRAPS products and services;
- legislative change;
- consumer consciousness of, and demand for, morally- and ethically-sourced products and services; and
- the employment and development of young Australians.

In addition to broad challenges and opportunities, the sector has identified the following factors as having direct impact on the composition and skills needs of the workforce:

- skills shortages, in particular frontline service, management, digital, social media and specialist skills;
- attraction, retention and development of the workforce; and
- employee experience levels and job-ready graduates.

The Industry Skills Forecast identifies a number of international and national trends in workplace design that will impact on the skills needs of the sector. This information, along with industry-identified skills priorities, will directly inform the coming review of relevant training package products.

Information contained within this Industry Skills Forecast has been sourced by a variety of methods, including:

- desktop research, to develop an understanding of existing research and views on skill requirements in the sector;
- an industry workforce survey, which was available to all stakeholders across all industries; and
- consultation with the IRC, in order to confirm that the information was both valid and reflected industry views appropriately.

The following scheduling is proposed within this Industry Skills Forecast. A detailed rationale for this proposal is provided in the *IRC Proposed Schedule of Work 2016-17 to 2019-2020* section of this Industry Skills Forecast.

#### **Year 1**

- Existing beauty and retail training package products (not yet transitioned to the Standards for Training Packages)
- New retail training package products deemed as priority work by the IRC.

Note: Activity orders have been executed for proposed year 1 work.

#### **Year 2**

- Beauty training package products based on feedback suggesting further updates are required since the last review.
- Funerals Services training package products based on the timing of the last review (2013).
- Development of a new Advanced Diploma of Visual Merchandising

#### **Year 3**

- Floristry and Hairdressing training package products based on the timing of the last review (2015).

#### **Year 4**

- Retail Services training package products, inclusive of community pharmacy, based on the timing of the last review (2016).

## A. Administrative information

### Name of IRC

Wholesale, Retail and Personal Services (WRAPS) Industry Reference Committee.

### Name of Skills Service Organisation (SSO)

SkillsIQ Limited (SkillsIQ)

This document details the proposed four year schedule of work from 1 July 2016 to 30 June 2020 as agreed between the WRAPS IRC and SkillsIQ.

This version of the Industry Skills Forecast was refreshed in April 2017.

### About SkillsIQ

As a Skills Service Organisation (SSO), SkillsIQ is funded by the Department of Education and Training to support its allocated IRCs, which are responsible for the development and maintenance of the following training packages:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

## B. Sector overview

The wholesale, retail and personal services landscape is broad and is comprised of seven main industry sectors; retail, wholesale, community pharmacy, beauty, hairdressing, floristry and funeral services. The majority of businesses across these sectors operate as commercial enterprises under various business models, ranging in size from large companies to sole traders.

### Retail and Wholesale

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), retail as an industry falls under Retail Trade. The Retail Trade industry, as defined by ANZSIC, consists of enterprises engaged in the purchase of goods and subsequent selling to the general public using both traditional and non-traditional means. Wholesale enterprises similarly engage in the buying of goods for sale but generally operate from warehouses and attract business customers.<sup>1</sup>

The Australian and New Zealand Standard Classification of Occupations (ANZSCO) classifies retail and wholesale occupations, relevant to the SIR Retail Services Training Package, as Sales Assistant, Sales Representative, Retail Supervisor, Retail Manager, Visual Merchandiser and Wholesaler.<sup>2</sup>

### Key statistics

- In 2015 the retail trade employed over 1.2 million people, or around one in nine working Australians, making it the second largest employing industry.<sup>3</sup>
- Retail trade is the largest employing industry of workers aged 15-24 years.<sup>4</sup>
- Approximately 55% of the retail workforce is female.<sup>5</sup>
- The retail trade industry is the largest private employer in Australia, employing 1,267,000 people as at

November 2015, a figure projected to rise by 8.4% by 2020.<sup>6</sup>

- 391,300 people are employed in the wholesale industry and that number is expected to grow by 0.8% by November 2020.<sup>7</sup>

### Nationally recognised Retail and Wholesale qualifications (as at April 2017)

- SIR10116 Certificate I in Retail Services
- SIR20216 Certificate II in Retail Services
- SIR30216 Certificate III in Retail
- SIR30316 Certificate III in Business to Business Sales
- SIR30316 Certificate IV in Retail Management
- SIR50116 Diploma of Retail Leadership
- SIR50212 Diploma of Visual Merchandising.

### Proposed new training package areas (case for change approved by the AISC 22 September 2016)

- Merchandise Management
- Online Retailing.

### Registered training organisation scope of registration.

Table 1 Indicates the number of Registered Training Providers (RTOs) with Retail qualifications on scope. This data is current as at April 2017 as per the listing on the National Register of VET ([www.training.gov.au](http://www.training.gov.au))

Superseded qualifications have been included as current versions are only recently endorsed, with some RTOs yet to add to scope of registration.

**TABLE 1. REGISTERED TRAINING ORGANISATIONS WITH RETAIL QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)**

Code	Qualification name	No of RTO on scope
SIR10116	Certificate I in Retail Services	29
SIR10112	Certificate I in Retail Services (superseded)	57
SIR20216	Certificate II in Retail Services	139
SIR20212	Certificate II in Retail Services (superseded)	237
SIR30216	Certificate III in Retail	142
SIR30212	Certificate III in Retail Operations (superseded)	196
SIR30312	Certificate III in Retail Supervision (superseded)	37
SIR30316	Certificate III in Business to Business Sales	6
SIR30412	Certificate III in Business to Business Sales (superseded)	11
SIR40316	Certificate IV in Retail Management	72
SIR40212	Certificate IV in Retail Management (superseded)	110
SIR50116	Diploma of Retail Leadership	19
SIR50112	Diploma of Retail Management (superseded)	50
SIR50212	Diploma of Visual Merchandising	11

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

## Community Pharmacy

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), community pharmacy is classified as an industry within Pharmaceutical, Cosmetic and Toiletry Retailing.<sup>8</sup> The Pharmaceutical, Cosmetic and Toiletry Retailing industry, as defined by ANZSIC, consists of enterprises mainly engaged in retailing prescription drugs or patent medicines, cosmetics or toiletries.

Community pharmacies play a key role in the health care system providing advice on preventative health measures and disease monitoring, which eases the burden on the broader health care system. They play a particularly important role in regional communities where there is often a shortage of health care providers. The relevant Australian and New Zealand Standard Classification of Occupations (ANZSCO) classification for occupations in this training package are Pharmacy Sales Assistants and Pharmacy Technicians.<sup>9</sup>

### Key statistics

- The number of pharmacy assistants employed in community pharmacies is projected to reach 41,000 by November 2018<sup>10</sup>
- In 2016-17 Australian pharmacies are expected to dispense approximately 300 million Pharmaceutical Benefits Scheme prescriptions<sup>11</sup>
- The pharmacy industry is expected to experience revenue growth by an annualised 0.7% in 2016-17.<sup>12</sup>

### Nationally recognised Community Pharmacy qualifications (as at April 2017)

- SIR20116 Certificate II in Community Pharmacy
- SIR30116 Certificate III in Community Pharmacy
- SIR40116 Certificate IV in Community Pharmacy
- SIR40216 Certificate IV in Community Pharmacy Dispensary.

### Registered training organisation scope of registration.

Table 2 Indicates the number of Registered Training Providers (RTOs) with Community Pharmacy qualifications on scope. This data is current as at April 2017 as per the listing on the National Register of VET ([www.training.gov.au](http://www.training.gov.au))

Superseded qualifications have been included as current versions are only recently endorsed, with some RTOs yet to add to scope of registration.

**TABLE 2. REGISTERED TRAINING ORGANISATIONS WITH COMMUNITY PHARMACY QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)**

Code	Qualification name	No of RTO on scope
SIR20116	Certificate II in Community Pharmacy	8
SIR20112	Certificate II in Community Pharmacy (superseded)	14
SIR30116	Certificate III in Community Pharmacy	12
SIR30112	Certificate III in Community Pharmacy (superseded)	15
SIR40116	Certificate IV in Community Pharmacy	5
SIR40112	Certificate IV in Community Pharmacy (superseded)	10
SIR40216	Certificate IV in Community Pharmacy Dispensary	4

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017



## Hairdressing and Beauty

The hairdressing and beauty services industries are dynamic and involved in the provision of personal services for both men and women. Hairdressing businesses offer a diverse range of hair-related services such as hair cutting, colouring and styling. There has been a recent resurgence in the popularity of barber shops as trends in men's grooming have seen increased popularity, including men's styled cuts and facial hair grooming.

Beauty businesses typically provide services such as massage, facials, nail care and hair removal. Many also offer advanced treatments that utilise specialised products, equipment and technologies to deliver visible results as opposed to relaxation services. Such results-driven services include facial peels, laser hair removal, skin rejuvenation and cosmetic tattooing.

The hairdressing and beauty services sectors offer a range of career options, including positions as hairdressers, barbers, beauty therapists, beauticians, make-up artists, nail technicians, advanced practitioners and salon managers.

### Key statistics

- 61,400 people were employed as hairdressers at November 2015 with projected growth to 67,200 by November 2020, an increase of 9.4%<sup>13</sup>
- 28,100 beauty therapists were employed at November 2015 with the employment level projected to grow by 28.7% by November 2020<sup>14</sup>
- The hairdressing and beauty industry experienced 2.2% annual growth between 2011 and 2016<sup>15</sup>
- 29,351 hairdressing and beauty businesses were operating in 2015-16.<sup>16</sup>

### Nationally recognised Hairdressing and Beauty qualifications (as at April 2017)

- SHB20116 Certificate II in Retail Cosmetics
- SHB20216 Certificate II in Salon Assistant

- SHB30115 Certificate III in Beauty Services
- SHB30215 Certificate III in Make-Up
- SHB30315 Certificate III in Nail Technology
- SHB30416 Certificate III in Hairdressing
- SHB30516 Certificate III in Barbering
- SHB40115 Certificate IV in Beauty Therapy
- SHB40216 Certificate IV in Hairdressing
- SHB50115 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management
- SHB80116 Graduate Certificate in Hairdressing Creative Leadership.
- SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

### Registered training organisation scope of registration.

Table 3 Indicates the number of Registered Training Providers (RTOs) with hairdressing and beauty qualifications on scope. This data is current as at April 2017 as per the listing on the National Register of VET ([www.training.gov.au](http://www.training.gov.au))

Superseded qualifications have been included as current versions are only recently endorsed, with some RTOs yet to add to scope of registration.

**TABLE 3. REGISTERED TRAINING ORGANISATIONS WITH HAIRDRESSING AND BEAUTY QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)**

Code	Qualification name	No of RTO on scope
SHB20216	Certificate II in Salon Assistant	88
SIH20111	Certificate II in Hairdressing (superseded)	100
SHB30416	Certificate III in Hairdressing	101
SIH30111	Certificate III in Hairdressing (superseded)	118
SHB30516	Certificate III in Barbering	55
SHB40216	Certificate IV in Hairdressing	68
SIH40111	Certificate IV in Hairdressing (superseded)	64
SIB50216	Diploma of Salon Management	41
SHB50210	Diploma of Salon Management (superseded)	61
SHB80116	Graduate Certificate in Hairdressing Creative Leadership	3
SIH80113	Graduate Certificate in Hairdressing Creative Leadership (superseded)	2
SHB20116	Certificate II in Retail Cosmetics	116
SIB20110	Certificate II in Retail Make-Up and Skin Care (superseded)	99
SHB30115	Certificate III in Beauty Services	125
SIB30110	Certificate III in Beauty Services (superseded)	11
SHB30215	Certificate III in Make-Up	59
SHB30315	Certificate III in Nail Technology	63
SIB20210	Certificate II in Nail Technology (superseded)	9
SHB40115	Certificate IV in Beauty Therapy	112
SIB40110	Certificate IV in Beauty Therapy (superseded)	9
SHB50115	Diploma of Beauty Therapy	138
SIB50110	Diploma of Beauty Therapy (superseded)	13
SIB70110	Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction	33

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

## Floristry

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), floristry as an industry falls under the category of Flower Retailing. The Flower Retailing industry, as defined by ANZSIC, consists of enterprises primarily engaged in retailing cut flowers or display foliage.<sup>17</sup> Florists often specialise in the display and arrangement of flowers for events such as weddings, funerals and corporate or public events. Services offered include tailored design options that require specialist technical and creative skills.

The relevant Australian and New Zealand Standard Classification of Occupations (ANZSCO) classification for this occupation is 'Florist' (a sub-category of Miscellaneous Tradespersons and Related Workers).<sup>18</sup>

### Key statistics

- 8,748 florists were employed at November 2015 with projected growth of 4.8 percent to 9,164 people by November 2020<sup>19</sup>
- 2,156 floristry businesses were operating at the end of the 2012-13 financial year<sup>20</sup>

- Household purchases make up 49% of industry revenue, 33% from weddings and funerals and 18% from corporate clients.<sup>21</sup>

### Nationally recognised Floristry qualifications (as at April 2017)

- SFL20115 Certificate II in Floristry (Assistant)
- SFL30115 Certificate III in Floristry
- SFL40115 Certificate IV in Floristry
- SFL50115 Diploma of Floristry Design.

### Registered training organisation scope of registration.

Table 4 Indicates the number of Registered Training Providers (RTOs) with Floristry qualifications on scope. This data is current as at April 2017 as per the listing on the National Register of VET ([www.training.gov.au](http://www.training.gov.au))

Superseded qualifications have been included as current versions are only recently endorsed, with some RTOs yet to add to scope of registration.

**TABLE 4. REGISTERED TRAINING ORGANISATIONS WITH FLORISTRY QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)**

Code	Qualification name	No of RTO on scope
SFL20115	Certificate II in Floristry (Assistant)	24
SFL20110	Certificate II in Floristry (Assistant) (superseded)	0
SFL30115	Certificate III in Floristry	24
SFL30110	Certificate III in Floristry (superseded)	0
SFL40115	Certificate IV in Floristry	13
SFL40110	Certificate IV in Floristry (superseded)	0
SFL50115	Diploma of Floristry Design	6
SFL50110	Diploma of Floristry Design (superseded)	0

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

## Funeral Services

The Funeral Services industry is characterised by businesses primarily engaged in operating burial sites, funeral homes, preparing the deceased for burial, interment or cremation, and organising funerals.

The relevant Australia and New Zealand Standards Classification of Occupations (ANZSCO) classifies funeral workers as those who prepare bodies for viewing and burial, arrange and conduct funerals, and perform other specialist funereal services.<sup>22</sup>

### Key statistics

- 4,415 people were employed in the funeral services industry at November 2015 and the number is projected to grow by 16.3% to 5,134 by November 2018<sup>23</sup>
- In 2015-16 there were a reported 836 Funeral Directors, Crematoria and Cemetery businesses in Australia<sup>24</sup>
- Anticipated annual growth of the industry is 2.0% between 2016-21<sup>25</sup>
- The majority of funeral services businesses, 36.1%, operate in NSW. 0.8% operate in NT making it the smallest State/Territory in terms of the services of this sector.<sup>26</sup>

### Nationally recognised Funeral Services qualifications (as at April 2017)

- SIF10113 Certificate I in Funeral Services
- SIF20113 Certificate II in Funeral Operations
- SIF30113 Certificate III in Cemetery and Crematorium Operations
- SIF30213 Certificate III in Grave digging, Grounds and Maintenance
- SIF30313 Certificate III in Funeral Operations
- SIF40113 Certificate IV in Funeral Services
- SIF40213 Certificate IV in Embalming
- SIF50113 Diploma of Funeral Services Management.

### Registered training organisation scope of registration.

Table 5 Indicates the number of Registered Training Providers (RTOs) with Funeral Services qualifications on scope. This data is current as at April 2017 as per the listing on the National Register of VET ([www.training.gov.au](http://www.training.gov.au))

**TABLE 5. REGISTERED TRAINING ORGANISATIONS WITH FUNERALS QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)**

Code	Qualification name	No of RTO on scope
SIF10113	Certificate I in Funeral Services	0
SIF20113	Certificate II in Funeral Operations	1
SIF30113	Certificate III in Cemetery and Crematorium Operations	2
SIF30213	Certificate III in Gravedigging, Grounds and Maintenance	2
SIF30313	Certificate III in Funeral Operations	3
SIF40113	Certificate IV in Funeral Services	3
SIF40213	Certificate IV in Embalming	2
SIF50113	Diploma of Funeral Services Management	0

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

## Enrolment and completion figures

The following section details enrolment and completion figures for the years 2011 – 2015. This data has been sourced from the National Centre for Vocational Education Research (NCVER). NCVER's VET data, used within this report, provides information on publicly funded training in public providers, publicly funded training in private providers and fee-for-service training in public providers. It does not include data for fee-for-service VET by private providers or VET delivered to secondary school students (where training activity is completed as part of a secondary school certificate).

A number of factors influence both enrolment and completion data. These factors should be taken into consideration when reviewing the following data:

- Government funding – declining enrolments and

completions often directly correlate with a reduction in funding availability

- Timing of qualification release – the year in which a qualification is released on the national register will impact when enrolment and completion data becomes available
- Transition of students into new qualifications – where a qualification is superseded, students may be transitioned into the most current version of the qualification, impacting the correlation between enrolment and completions
- Usage of current and superseded qualifications concurrently – in some years, enrolments and completions will occur in both current and superseded qualifications. Superseded qualifications are not included in this data set.

## BEAUTY

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SIB20110 Certificate II in Retail Make-Up and Skin Care	E	1,724	4,285	4,812	3,963	3,774	18,550
	C	215	1,282	1,608	1,363		4,468
SIB20210 Certificate II in Nail Technology	E	628	1,688	2,038	1,565	1,327	7,241
	C	152	659	960	625		2,396
SIB30110 Certificate III in Beauty Services	E	875	3,873	5,394	5,269	4,146	19,552
	C	296	1,234	1,795	1,839		5,164
SIB40110 Certificate IV in Beauty Therapy	E	404	2,637	3,641	2,568	2,073	11,324
	C	78	559	980	806		2,414
SIB50110 Diploma of Beauty Therapy	E	214	2,353	3,204	3,519	3,727	13,012
	C	59	765	1,303	1,458		3,588
SIB50210 Diploma of Salon Management	E	18	217	197	238	232	902
	C	-	78	88	99		270
SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction	E	2	13	35	37	134	227
	C	-	1	35	24		58

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- Completion data for 2015 was not available from NCVER at the time of this Industry Skills Forecast Refresh.

## COMMUNITY PHARMACY

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SIR20112 Certificate II in Community Pharmacy	E	-	3	751	896	574	2,228
	C	-	-	210	327		541
SIR30112 Certificate III in Community Pharmacy	E	-	-	1,238	2,657	2,386	6,283
	C	-	-	134	859		999
SIR40112 Certificate IV in Community Pharmacy	E	-	-	170	595	679	1,444
	C	-	-	16	106		127

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- The above qualifications were released on the national register for training in 2012. As a result, these qualifications would not have been fully implemented until the year 2013.
- Completion data for 2015 was not available from NCVER at the time of this Industry Skills Forecast Refresh.

## HAIRDRESSING

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SIH20111 - Certificate II in Hairdressing	E	-	3,253	5,760	4,774	3,652	17,446
	C	-	925	2,215	1,827		4,970
SIH30111 - Certificate III in Hairdressing	E	-	4,525	11,233	13,883	13,423	43,066
	C	-	205	1,673	2,884		4,758
SIH40111 - Certificate IV in Hairdressing	E	-	477	688	609	478	2,254
	C	-	255	360	349		965
SIH70111 - Vocational Graduate Certificate in Hairdressing Creative Leadership	E	-	-	7	-	-	7
	C	-	-	12	-		12

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- The above qualifications were released on the national register for training in 2011. As a result, no enrolments or completions occurred in 2011.
- Completion data for 2015 was not available from NCVER at the time of this Industry Skills Forecast Refresh.

## FLORISTRY

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SFL20110 - Certificate II in Floristry (Assistant)	E	16	578	666	560	389	<b>2,215</b>
	C	8	269	344	242		<b>858</b>
SFL30110 - Certificate III in Floristry	E	-	541	1,068	1,113	1,131	<b>3,854</b>
	C	-	127	367	399		<b>898</b>
SFL40110 - Certificate IV in Floristry	E	-	52	79	99	42	<b>270</b>
	C	-	17	37	49		<b>107</b>
SFL50110 - Diploma of Floristry Design	E	-	34	17	10	-	<b>62</b>
	C	-	22	11	4		<b>42</b>

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- The above qualifications were released on the national register for training in 2011. As a result, these qualifications would not have been fully implemented until the year 2012.
- Completion data for 2015 was not available from NCVER at the time of this Industry Skills Forecast Refresh.

## FUNERAL SERVICES

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SIF30113 - Certificate III in Cemetery and Crematorium Operations	E	-	-	-	12	10	<b>16</b>
	C	-	-	-	8		<b>8</b>
SIF30213 - Certificate III in Gravedigging, Grounds and Maintenance	E	-	-	-	73	28	<b>103</b>
	C	-	-	-	7		<b>7</b>
SIF30313 - Certificate III in Funeral Operations	E	-	-	-	-	14	<b>14</b>
	C	-	-	-	-		<b>-</b>

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- The above qualifications were released on the national register for training in 2013. As a result, these qualifications would not have been fully implemented until the year 2014.
- Completion data for 2015 was not available from NCVER at the time of this Industry Skills Forecast Refresh.

## RETAIL

Qualification	E/C*	2011	2012	2013	2014	2015	Total
SIR10112 Certificate I in Retail Services	E	-	27	772	184	297	<b>1,283</b>
	C	-	21	592	164		<b>772</b>
SIR20212 Certificate II in Retail Services	E	-	205	9,041	12,724	10,880	<b>32,849</b>
	C	-	39	2,531	4,081		<b>6,646</b>
SIR20312 Certificate II in Retail Fast Food	E	-	-	18	40	-	<b>54</b>
	C	-	-	-	2		<b>2</b>
SIR30212 Certificate III in Retail Operations	E	-	148	5,566	10,705	10,446	<b>26,867</b>
	C	-	-	1,677	4,576		<b>6,252</b>
SIR30312 Certificate III in Retail Supervision	E	-	15	549	780	517	<b>1,860</b>
	C	-	6	123	374		<b>504</b>
SIR30412 Certificate III in Business to Business Sales	E	-	-	14	74	118	<b>197</b>
	C	-	-	21	15		<b>38</b>
SIR40212 Certificate IV in Retail Management	E	-	35	1,236	1,854	1,455	<b>4,585</b>
	C	-	13	328	817		<b>1,159</b>
SIR50112 Diploma of Retail Management	E	-	16	424	548	203	<b>1,186</b>
	C	-	11	159	342		<b>514</b>
SIR50212 Diploma of Visual Merchandising	E	-	18	176	464	483	<b>1,131</b>
	C	-	-	37	151		<b>191</b>
SIR80112 Graduate Certificate in Retail Leadership	E	-	-	-	-	-	<b>2</b>
	C	-	-	-	-		<b>-</b>

\* E = Enrolment C = Completion

Source: NCVET VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed April 2017

- The above qualifications were released on the national register for training in 2012. As a result, no enrolments or completions occurred in 2011.
- Completion data for 2015 was not available from NCVET at the time of this Industry Skills Forecast Refresh.



## Peak bodies and key industry players

The following list represents a range of organisations that perform a variety of key roles in this sector. These organisations and their networks are well placed to offer industry insights at the time of training package review. Industry engagement will include a broad and inclusive range of industry stakeholders beyond those included within this list.

- Government departments and agencies
  - Retail and Personal Services Training Council
  - Industry Skills Advisory Council Northern Territory
  - Service Skills SA
  - SkillsIQ NSW ITAB
- Peak and industry associations
  - Aesthetics Practitioners Advisory Network
  - Australian Association of Floral Designers
  - Australian Institute of Embalming
  - Australian Retailers Association
  - Australian Funeral Directors Association
  - Australian Hairdressing Council
  - Australian Liquor Stores Association
  - Australian Sporting Goods Association
  - Hair and Beauty Australia
  - Hairdressing and Beauty Industry Association
  - National Pharmacies
  - National Retail Association
  - Pharmaceutical Society of Australia
  - The Pharmacy Guild of Australia
- Employee associations
  - Shop Distributive Allied Employees Association
- Regulators
- Large and small employers across metropolitan, regional, rural and remote areas
- Registered training providers both public and private.

## Challenges and opportunities in the sector

### Customer expectations

Heightened customer expectations across all WRAPS industries are forcing businesses to innovate and consider how they can best serve their customer base. Customers no longer simply look for the right product or service at the right price. They are demanding more than a purely transactional interaction. With an instant ability to make comparisons with competitor offerings it has become imperative that businesses remain attuned to their customers' needs. For retailers this may be a multi-channel offering to create a unified shopping experience. For beauty and hairdressing salons this may be automated booking services. For community pharmacies this may be integration of health services and check-ups. Understanding the expectations of the customer has become crucial in today's marketplace.

Frontline staff are well positioned to deliver on customer expectations and have an advantageous insight into customer trends and behaviours. Businesses must be willing to give these team members the authority to act on opportunities for improving customer satisfaction. In order to facilitate such empowerment, training will be a key requirement.

Further, consumers have become accustomed to a certain level of service and demand this of all businesses and service providers with whom they engage. For example, online retailers identify with product delivery challenges arising from the option, provided by some stores, for 3-hour delivery. As a result, consumers are becoming less willing to wait for standard delivery times for their purchase arrival and demand express options.

WRAPS industries also report that customers are now expecting the same degree of service and experiences across the various industry sectors with which they engage. Examples here can also be drawn from expectations related to product delivery. The Floristry industry has reported on customers requesting live delivery tracking for their purchases, similar to tracking services provided by retailers

and food delivery. This provides challenges for the sector, as typically their delivery methods don't utilise services that readily offer tracking options.

### **Personalisation**

Not dissimilar to customer expectations is the desire of customers to have a more personalised experience. Customers expect a brand or business to know them on a personal level and deliver upon their unique needs. This places pressure on businesses to ensure they have a deep understanding of the consumer base and the ability to predict their future needs.

The funeral industry has sought to promote more personalised services in response to falling revenue as customisation attracts higher profitability. The funeral industry has been impacted by a constrained growth in the number of deaths, which is attributed to medical advances, higher living standards and improved attitudes to health. Revenue has also been slowed by the increasing popularity of cremations.<sup>27</sup>

### **Legislative change**

Changes to legislation have the potential to present both challenges and opportunities for businesses.

The Pharmaceutical Benefits Scheme (PBS) subsidises the cost of pharmaceuticals and covers 5,300 different branded drug products. The remuneration received by pharmacists for dispensing PBS pharmaceuticals is set within a five-year agreement with the Pharmacy Guild of Australia and the federal government. Changes made to the PBS have the potential to impact industry revenue and the bottom-line for pharmacies. Gradual moves towards mandatory price disclosure also have an impact on profitability.<sup>28</sup>

The Australian funeral industry is currently experiencing a shortage of burial space which, among other factors, has led to the increased popularity of cremations. This has had a significant impact on the industry's revenue growth, as cremations are less lucrative to businesses. In late 2013, the NSW government legislated grave-recycling laws, with

rolling 25-year leases for gravesites that can be renewed for up to 99 years, as an attempt to ease increasing costs associated with land shortages.<sup>29</sup>

### **Digital marketing and social media**

The ability to market online has become a significant factor for business success. Social media platforms and online engagement strategies are now an integral component of online engagement efforts. Social media is key because marketing is no longer a one-way communication from business to customer: it is about a broader notion of 'engagement' or 'conversations' to build relationships with customers and clients. Employers have embraced social media as a way to stay in touch with their customers and give potential new clients access to customer testimonials and information about products and services.

The uptake of social media means highly-developed digital literacy skills are essential. Businesses need to not only possess the skill for engaging online, but also understand the potential reach and benefit of social engagement. In addition, employers must have the ability to manage social media crises and problems that have the potential to cause irreversible damage to business reputations.

WRAPS industries are characterised by small businesses which do not have the resources to engage specialists to manage these functions. This means skills must be developed internally, which poses a challenge when the required skill set cannot be directly passed on from one employee to another.

### **Technology**

The accessibility and availability of new technologies continues to enhance industry and business capability. This has significant influence over workplace design and the nature of job roles where new or refined skills are required to work with technologies. For some industries, the adoption of technologies comes with a certain degree of risk, making training and skills development essential. An example of this can be found within the beauty industry, where rapid technology advancements have allowed intense pulsed

light (IPL) and laser machinery to become readily accessible at a lower cost. IPL and laser equipment may be used to conduct hair reduction and skin rejuvenation treatments. The use of IPL and laser on human skin carries a level of risk, most notably the potential for skin burning. Businesses and individuals purchase these machines as an opportunity to generate additional income, but often neglect to undertake sufficient training. Where this is the case, significant risk is posed to both the client and the therapist.

Consumer adoption of technology is also having a significant impact on WRAPS businesses. The rise of smartphones has allowed customers and clients to have direct and immediate access to a host of information that directly impacts their purchasing decisions. Readily-available product and competitor information creates greater choice for the consumer and means businesses are required to work harder to retain a loyal customer following. Evolving technologies will continue to shape the way we live and the way in which businesses operate and service their customer based. Globally, analysts are predicting that there will be over 100 billion connected devices by 2020 giving rise of the Internet of Things (IoT) where anything that can be connected, will be connected.<sup>30</sup> IoT opens up a raft of opportunities for business with the full potential impact not yet known. Reporting by Accenture suggests the connected devices will dramatically reshape entire industries by adding more intelligence and connectivity to the things that surround us. The retail industry has been identified as being particularly impacted upon with retailers already exploring how increased data collection and connectivity can reshape experiences for customers and create operational efficiencies.<sup>31</sup>

Technology and the online world also presents security challenges for businesses and customers alike. Scams and security breaches have the potential to access sensitive data and customer information stored online. Businesses need to be aware of their potential vulnerabilities in regard to online security issues and implement solutions to protect both their own, and their customers', information.

### **Increased competition**

WRAPS industries are experiencing growing pressures

from both local and global competitors. The entrance of large international retail chains, such as ALDI, Zara and Uniqlo, has caused great disruption and anxiety within the Australian retail sector. Customers flock to these stores as a result of brand 'hype', particularly where the store or brand is internationally renowned.

These new entrants typically operate large-format, multi-site stores, making them large employers of the retail workforce. Industry reports that many of these businesses fail to provide skills development pathways and often do not embrace retail qualifications. This has significant impact on the portion of the workforce gaining access to the national training system and formal skills recognition.

Community pharmacies are facing increased competition from discount pharmacies, big-box chemists and supermarkets, all of whom have contributed to a shift in the operating landscape. Supermarkets now stock broader ranges of non-scheduled medicines, providing consumers with a convenient purchasing option. This competitive pressure is expected to continue throughout 2016-17, threatening industry growth.<sup>32</sup>

The Floristry sector is similarly impacted by competition from supermarkets selling a variety of cut flowers at a low cost. Supermarkets are able to leverage their size to negotiate competitive contracts with suppliers. Further, the floristry industry is impacted by an increased prevalence of new business models, such as 'bunch of the day' operations, that have seen a range of new entrants in the local market.

### **Income and population growth**

WRAPS industries have benefited from growth in Australian's income and an increasing population size. A rise in discretionary income has meant that individuals have more money available to spend on products and services that they once otherwise may not have considered, such as luxury goods, high-end beauty treatments and non-essential medicines or supplements. Household discretionary income is expected to continue to rise, providing an opportunity for further industry growth. Similarly, population growth has supported demand growth as more people are seeking the services of WRAPS industries.

### **Appearance-driven society**

People are increasingly concerned with their looks and the way they feel is largely appearance-driven.

Increased image consciousness amongst men has boosted demand for services, particularly in the barbering and beauty industries, which has opened new avenues for revenue growth. These industries report on a greater prevalence of, and demand for, grooming, hair removal, facials and treatments tailored specifically for men. Men are now a key target market for the hairdressing and beauty industries.

### **Moral and ethical purchasing**

In recent decades there has been increased demand for sustainable, ethically-sourced and socially responsible products. Fair Trade Australia and New Zealand reported retail sales of fair trade certified products worth \$300 million (AUD) during the 2014–15 financial year.<sup>33</sup>

Access to information regarding a brand's ethical and social performance is now widely available, assisting customers in making informed purchase decisions. Reports such as Baptist World Australia's 'The 2016 Australian Fashion Report – The truth behind the barcode', in which fashion brands are given an A to F performance rating, provides insight into the labour state of the fashion industry. The report, now in its third edition, notes the increasing efforts of industry to identify suppliers deeper into the supply chain and strengthen labour rights management.<sup>34</sup> Retailers will continually be required to improve their supply chain management to keep pace with expectations related to ethics and sustainability.

Further, consumers have become increasingly aware of the environmental impacts of chemicals and additives contained in skin care, beauty and hair care products. They are more conscious of chemicals that are used on their bodies and the impacts these ingredients may have on their overall health and wellbeing. Beauty and hairdressing businesses report an increased demand for natural and organic products that are chemical-free. Similarly it is reported that customers are also seeking products that have not been tested on animals.

### **Employment of young Australians**

In 2015 the retail trade employed over 1.2 million people, or around one in nine working Australians, making it the second largest employing industry. The retail trade provides jobs in almost all geographical locations, including more than 400,000 jobs across regional Australia.<sup>35</sup>

The retail workforce has one of the youngest age profiles, with more than a third of workers aged 24 years or younger. The largest occupational group is Sales Assistants (General), accounting for nearly one-third of employment across the industry and is predominately filled by young people.<sup>36</sup>

The retail industry is recognised for the significant role it plays in providing many young Australians with their first job and a suite of highly transferable skills, such as communication, teamwork, customer service and conflict resolution. This is particularly true in remote areas where employment opportunities are limited and retail stores act as a 'hub' for activity, socialising and job opportunities. Employers are in a unique position in that they have an important opportunity to shape the futures of young individuals and provide essential lifelong skills. Many retailers are harnessing this opportunity by formalising training and development pathways for their younger employees. An example can be seen within KFC. With such a large workforce made up of young people often entering the workforce for the first time, KFC faced the challenge of developing key transferable work skills whilst keeping employees engaged. The need to provide a training program to address this challenge was identified and, as a result, programs designed to teach employees about goal setting, personal development and similar life skills were developed. The programs allows young individuals to develop skills that will be with them for life and utilised in future employment.

Entry-level national retail qualifications, aligned to frontline job roles, provide skills recognised and sought after by employers within other industries. Skills provided within these qualifications have relevance not only to an individual's current role, but to future roles based on their transferability.

## C. Employment

### Employment levels

As at November 2015, data from the Department of Employment showed the following employment levels (rounded to the nearest thousand) for WRAPS job roles:

- Sales Assistant 753,500;
- Sales Representative 96,300;
- Retail Supervisor 36,200;
- Retail Manager 235,200;
- Visual Merchandiser 6,500;
- Pharmacy Sales Assistant 40,600;
- Beauty Therapist 28,100;
- Hairdresser 61,400;
- Florist 8,700; and
- Funeral Workers 2,200.<sup>37</sup>

slightly in the long-term (ten years). Looking forward, employment for Sales Assistants (General) to November 2020 is expected to grow strongly

- This is a very large occupation (552,800 in November 2015) suggesting that opportunities should be available in most regions
- Sales Assistants (General) have a relatively low proportion of full-time jobs (28.8%). For Sales Assistants (General) working full-time, average weekly hours are 37.2 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Sales Assistants (General) is above average
- The most common level of educational attainment for Sales Assistants (General) is Year 12 (36.6%)
- 73.5% of Sales Assistants (General) are employed in Retail Trade, 13.8% in Accommodation and Food Services, 4.4% in Manufacturing and 2.7 in Wholesale Trade.<sup>39</sup>

### Employment outlook, growth and projections

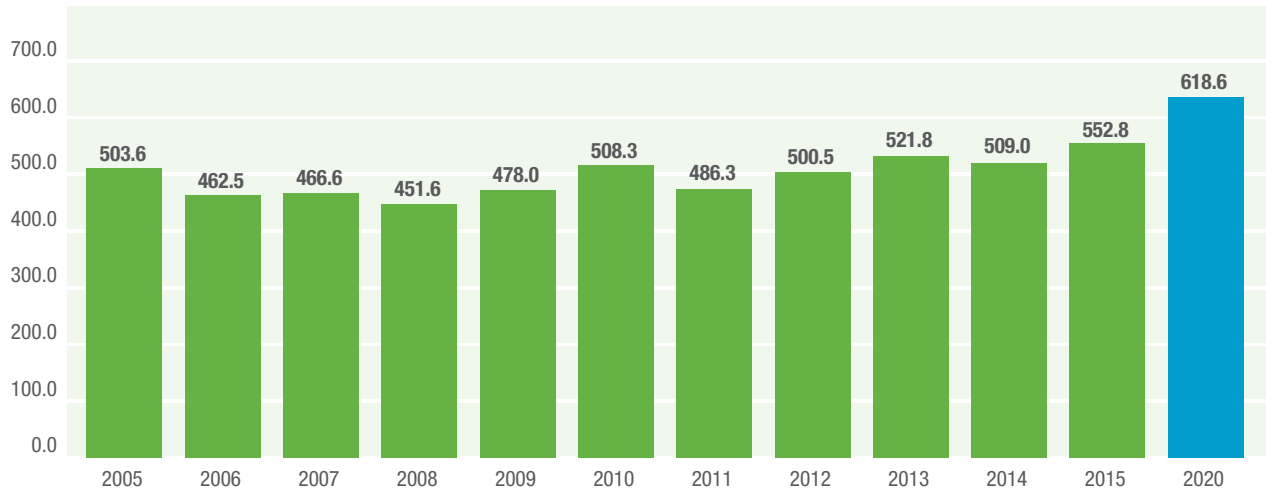
#### Retail

##### Sales Assistant (General)

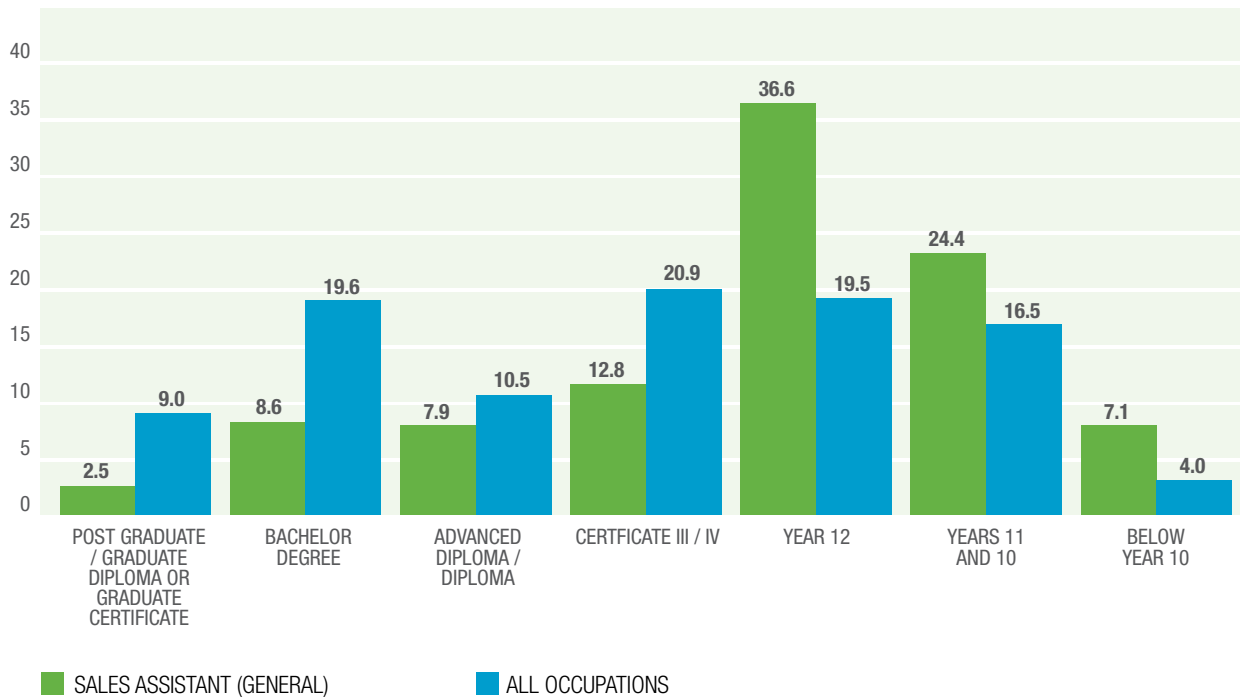
Sales Assistants sell products and services, such as food, clothing, hardware, household appliances, office supplies and cosmetics, in retail and wholesale establishments. They are involved in tasks such as engaging with customers, providing product and service information, accepting payments and the return of goods, assisting management and displaying goods.<sup>38</sup>

- The number of job openings for Sales Assistants (General) is expected to be high (greater than 50,000) by 2019
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose

**EMPLOYMENT LEVEL (000s) PAST AND PROJECTED – (TO 2020) - SALES ASSISTANT (GENERAL)<sup>40</sup>**



**EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - SALES ASSISTANT (GENERAL)<sup>41</sup>**



## Retail Supervisors

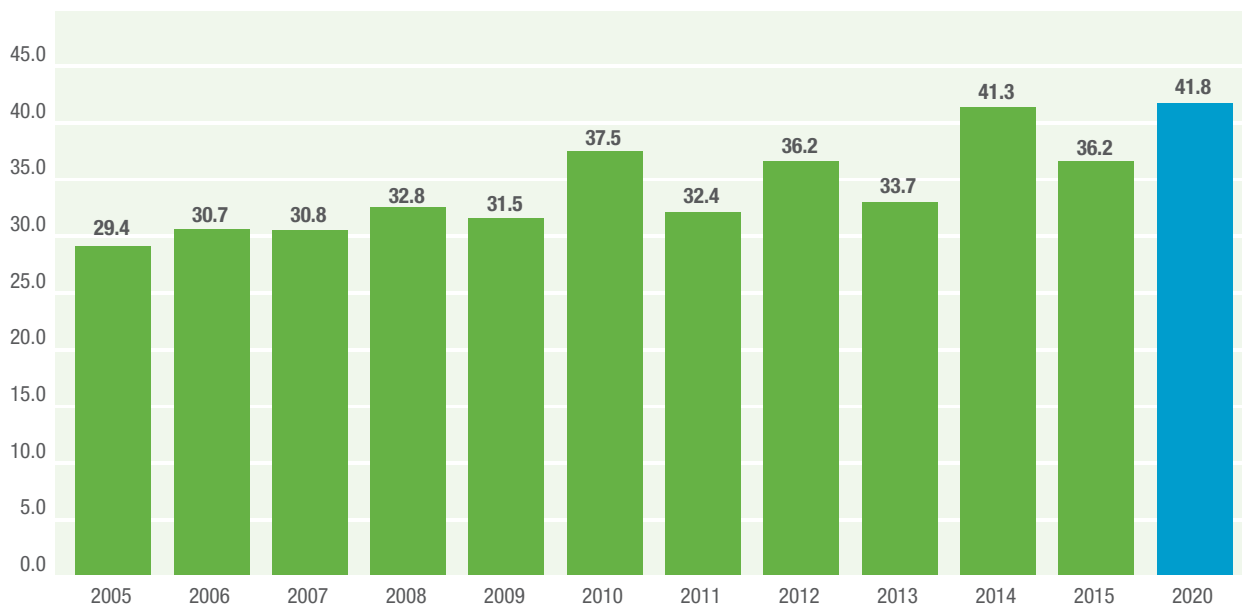
Retail Supervisors supervise and coordinate the activities of retail sales workers. They are involved in tasks such as overseeing the provision of customer service, complaints handling, monitoring and assigning staff duties, instructing staff, inventory management, ensuring the accurate display of goods and ensuring safety and security procedures are followed.<sup>42</sup>

- The number of job openings for Retail Supervisors is expected to be high (greater than 50,000) by November 2019
- Employment for this occupation fell slightly in the past five years and rose moderately in the long-term (ten years). Looking forward, employment for Retail

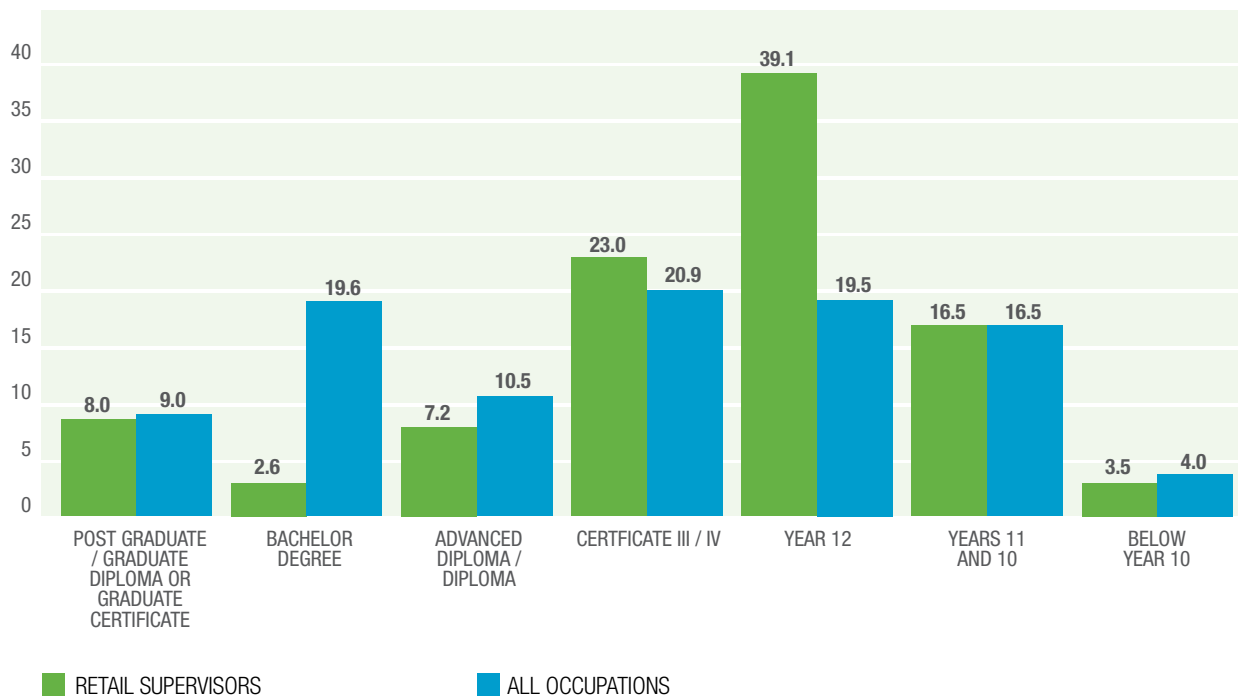
Supervisors to November 2020 is expected to grow strongly

- This is a large occupation (36,200 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Retail Supervisors have a below-average proportion of full-time jobs (67.3%). For Retail Supervisors working full-time, average weekly hours are 39.8 (compared to 40.2 for all occupations) and earnings are low - in the second decile. Unemployment for Retail Supervisors is below average
- The most common level of educational attainment for Retail Supervisors is Year 12 (39.1%).<sup>43</sup>

## EMPLOYMENT LEVEL (000s) PAST AND PROJECTED – (TO 2020) - RETAIL SUPERVISORS <sup>44</sup>



## EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - RETAIL SUPERVISORS <sup>45</sup>



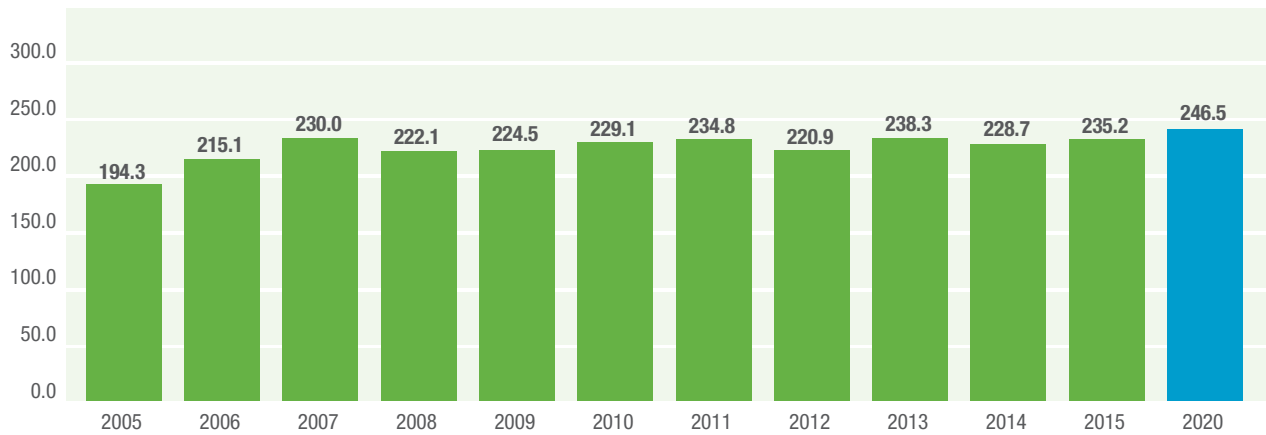
### Retail Managers

Retail Managers organise and control the operations of establishments which provide retail services. They are involved in tasks such as managing inventory, managing staff, monitoring marketing activities, maintaining records and budgets, and ensuring workplace safety and security.<sup>46</sup>

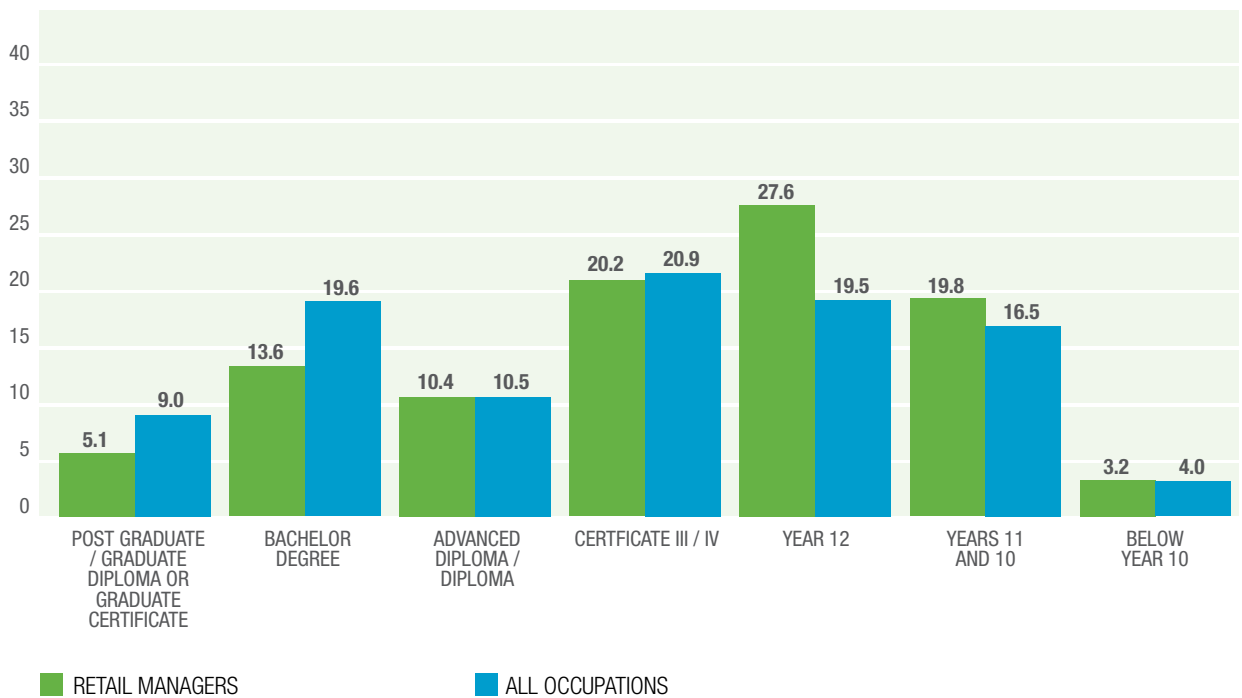
- The number of job openings for Retail Managers is expected to be high (greater than 50,000) by November 2019
- Employment for this occupation rose moderately in the past five years and in the long-term (ten years). Looking forward, employment for Retail Managers to November 2020 is expected to grow moderately
- This is a very large occupation (235,200 in November 2015) suggesting that opportunities should be available in most regions
- Retail Managers have an above-average proportion of full-time jobs (84.3%). For Retail Managers working full-time, average weekly hours are 43.7 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Retail Managers is below average
- The most common level of educational attainment for Retail Managers is Year 12 (27.6%).<sup>47</sup>



**EMPLOYMENT LEVEL** (000s) PAST AND PROJECTED – (TO 2020) - RETAIL MANAGERS <sup>48</sup>



**EDUCATIONAL ATTAINMENT** (% OF EMPLOYMENT) - RETAIL MANAGERS <sup>49</sup>



## Visual Merchandisers

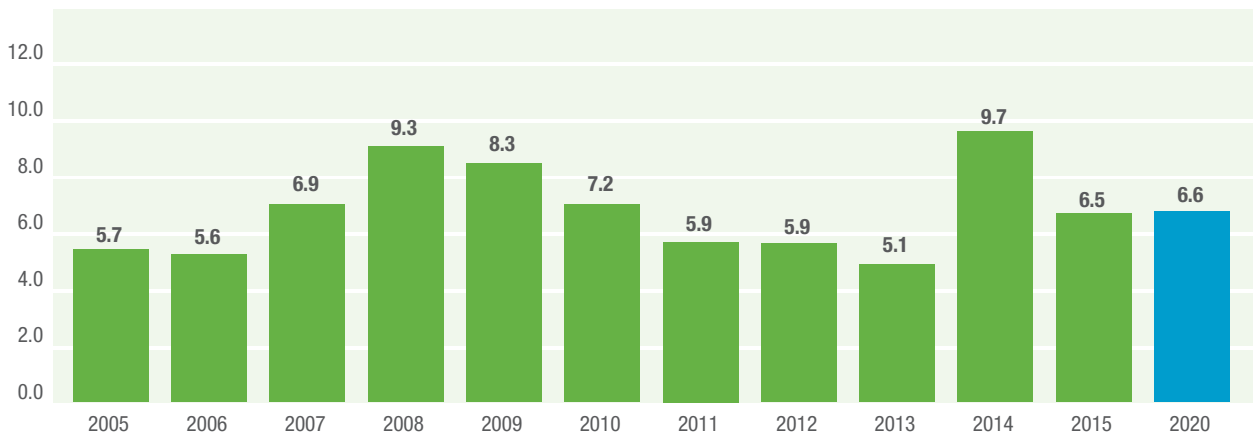
Visual Merchandisers plan and install internal, window and fixed displays to showcase goods. They are involved in tasks such as creating displays related to promotional and seasonal events, developing display plans and sketches, arranging display fixtures, lighting and signage, and setting up fabricated displays.<sup>50</sup>

- The number of job openings for Visual Merchandisers is expected to be average (between 10,001 and 25,000) by November 2019
- Employment for this occupation fell slightly in the past five years and rose slightly in the long-term (ten years)

Looking forward, employment for Visual Merchandisers to November 2020 is expected to grow slightly

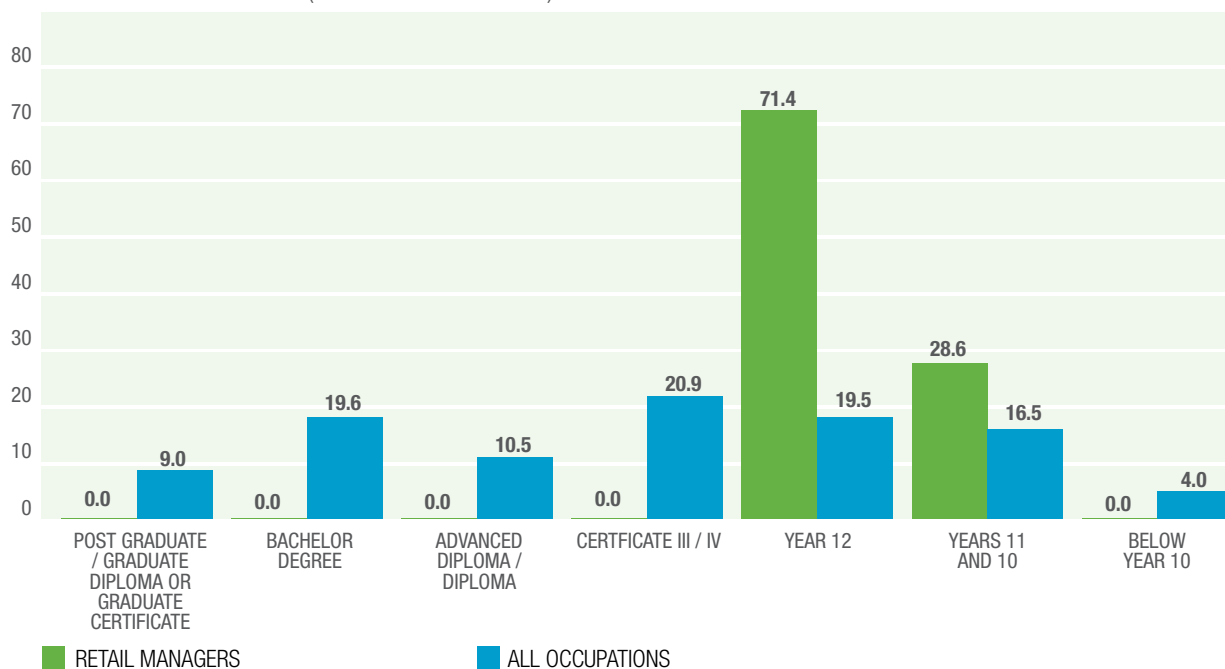
- This is a very small occupation (6500 in November 2015) suggesting that opportunities may be quite limited in some regions
- Visual Merchandisers have a relatively low proportion of full-time jobs (48.4%). For Visual Merchandisers working full-time, average weekly hours are 34.4 (compared to 40.2 for all occupations) and earnings are below average - in the fourth decile. Unemployment for Visual Merchandisers is below average
- The most common level of educational attainment for Visual Merchandisers is Year 12 (71.4%).<sup>50</sup>

## EMPLOYMENT LEVEL (000s) PAST AND PROJECTED TO 2020 – VISUAL MERCHANDISERS



Source: Australian Bureau of Statistics (ABS) Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

## EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - VISUAL MERCHANDISERS



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

## Community Pharmacy

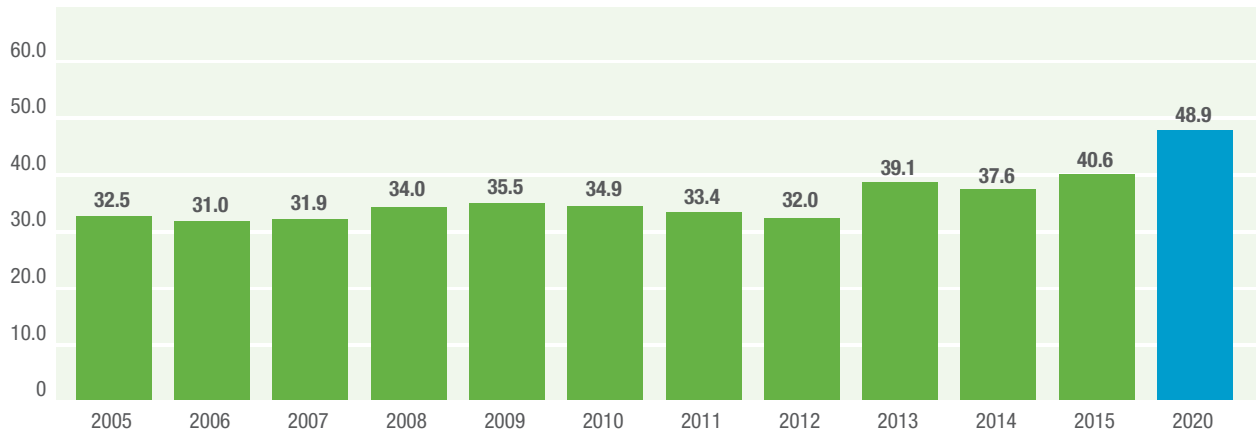
### Pharmacy Sales Assistants

Pharmacy Sales Assistants sell pharmaceutical goods, toiletries and related goods in retail pharmacies. They are involved in tasks such as accepting prescriptions, providing customer service, accepting payment for goods, assisting with stock management, displaying products and providing information on non-prescription medicines.<sup>51</sup>

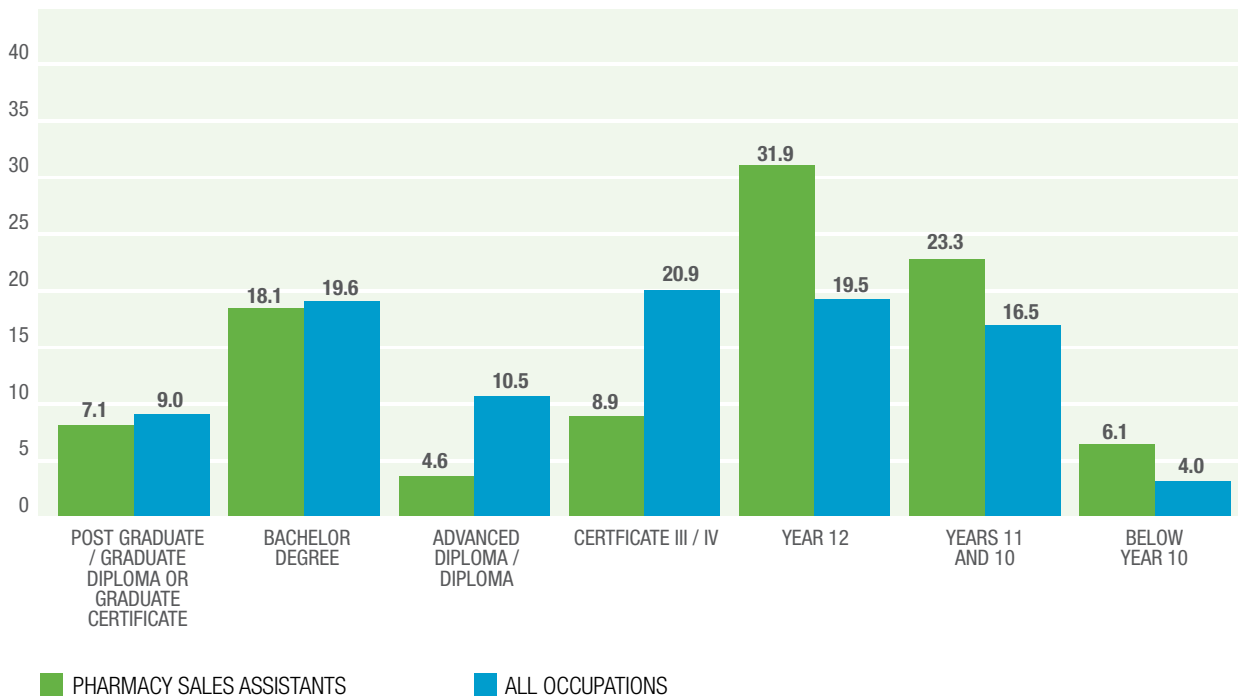
- The number of job openings for Pharmacy Sales Assistants is expected to be above average (between 25,001 and 50,000) by November 2019
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Pharmacy Sales Assistants to November 2020 is expected to grow very strongly

- This is a large occupation (40,600 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Pharmacy Sales Assistants have a relatively low proportion of full-time jobs (33.1%). For Pharmacy Sales Assistants working full-time, average weekly hours are 34.2 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Pharmacy Sales Assistants is average
- The most common level of educational attainment for Pharmacy Sales Assistants is Year 12 (31.9%).<sup>52</sup>

**EMPLOYMENT LEVEL (000s) PAST AND PROJECTED (TO 2020) - PHARMACY SALES ASSISTANTS <sup>53</sup>**



**EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - PHARMACY SALES ASSISTANTS <sup>54</sup>**



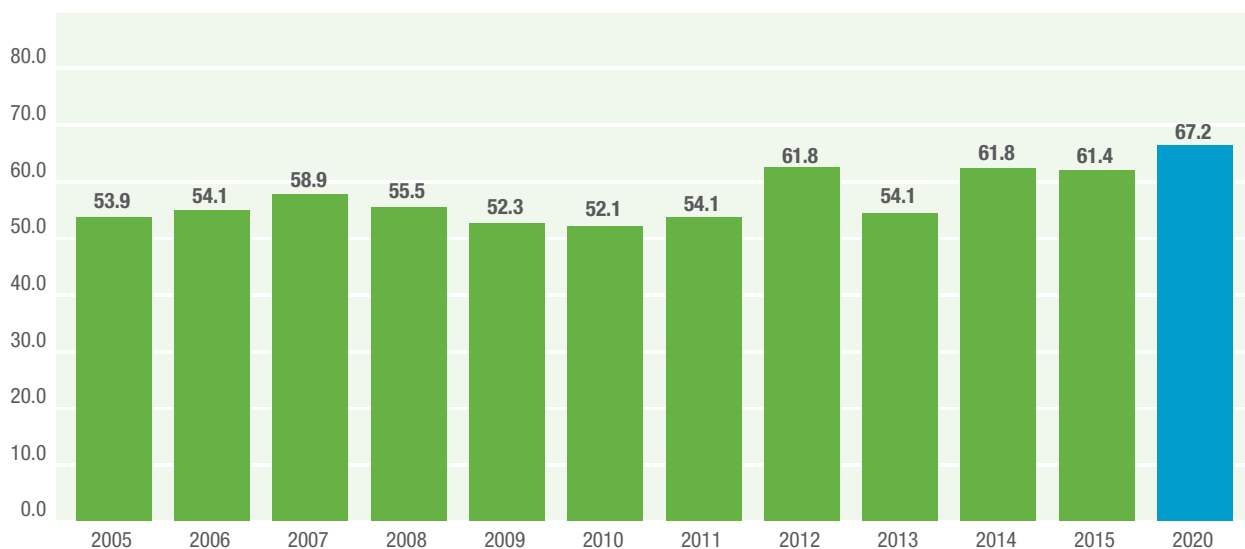
## Hairdressing and Beauty Services

### Hairdressers (inclusive of Barbers)

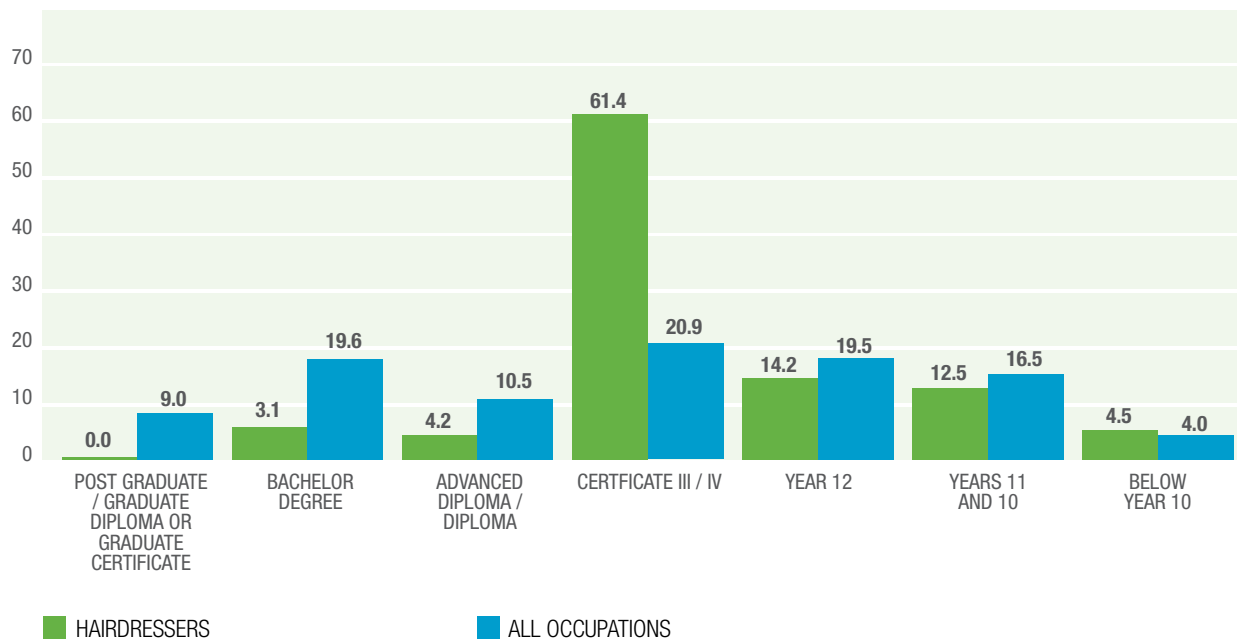
Hairdressers provide cutting, colouring and styling services for both men and women. They are involved in tasks such as providing advice on haircare, treating hair and scalp conditions, trimming and styling beards and moustaches and communicating with clients.<sup>55</sup>

- The number of job openings for Hairdressers is expected to be above average (between 25,001 and 50,000) by November 2019
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose slightly in the long-term (ten years). Looking forward, employment for Hairdressers to November 2020 is expected to grow strongly
- This is a very large occupation (61,400 in November 2015) suggesting that opportunities should be available in most regions
- Hairdressers have a relatively low proportion of full-time jobs (55.7%). For Hairdressers working full-time, average weekly hours are 38.8 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Hairdressers is average
- The most common level of educational attainment for Hairdressers is Certificate III/IV (61.4%).<sup>55</sup>

### EMPLOYMENT LEVEL (000s) PAST AND PROJECTED (TO 2020) - HAIRDRESSERS <sup>56</sup>



## EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - HAIRDRESSERS<sup>57</sup>



### Beauty Therapists

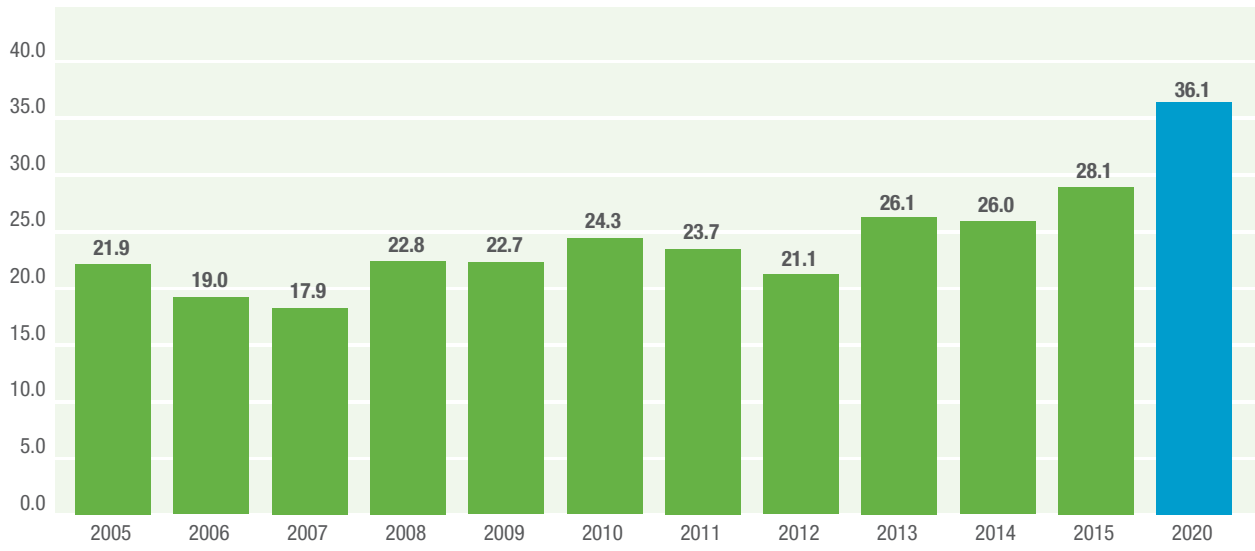
Beauty Therapists provide skin, hair and body treatments for both men and women. They are involved in tasks such as determining client needs, analysing skin, providing skin care, treatment and product advice, applying make-up, performing manicures and pedicures, evaluating treatments and services, removing unwanted hair, maintaining client records and selling products.<sup>58</sup>

- The number of job openings for Beauty Therapists is expected to be average (between 10,001 and 25,000) by November 2019
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward,

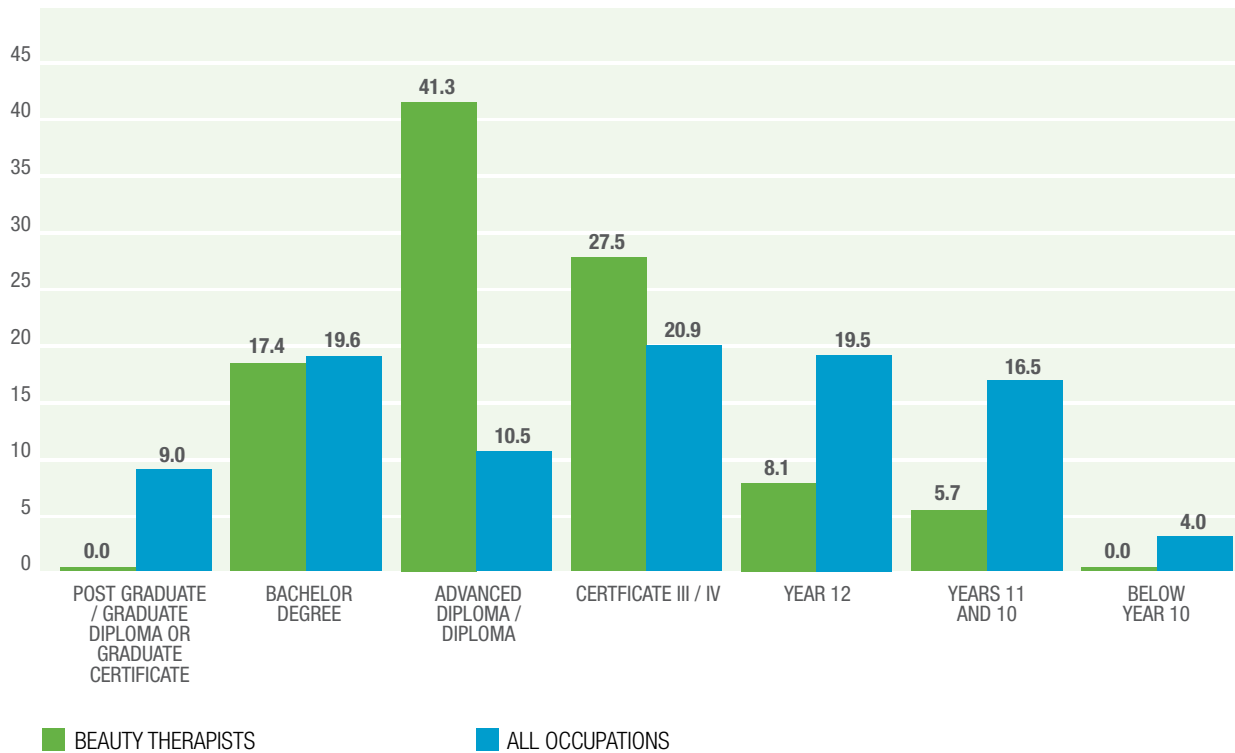
employment for Beauty Therapists to November 2020 is expected to grow very strongly

- This is a large occupation (28,100 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Beauty Therapists have a relatively low proportion of full-time jobs (48.6%). For Beauty Therapists working full-time, average weekly hours are 40.3 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Beauty Therapists is below average
- The most common level of educational attainment for Beauty Therapists is Advanced Diploma/Diploma (41.3%).<sup>59</sup>

**EMPLOYMENT LEVEL (000s) PAST AND PROJECTED (TO 2020) - BEAUTY THERAPISTS <sup>60</sup>**



**EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - BEAUTY THERAPISTS <sup>61</sup>**



## Floristry

### Florists

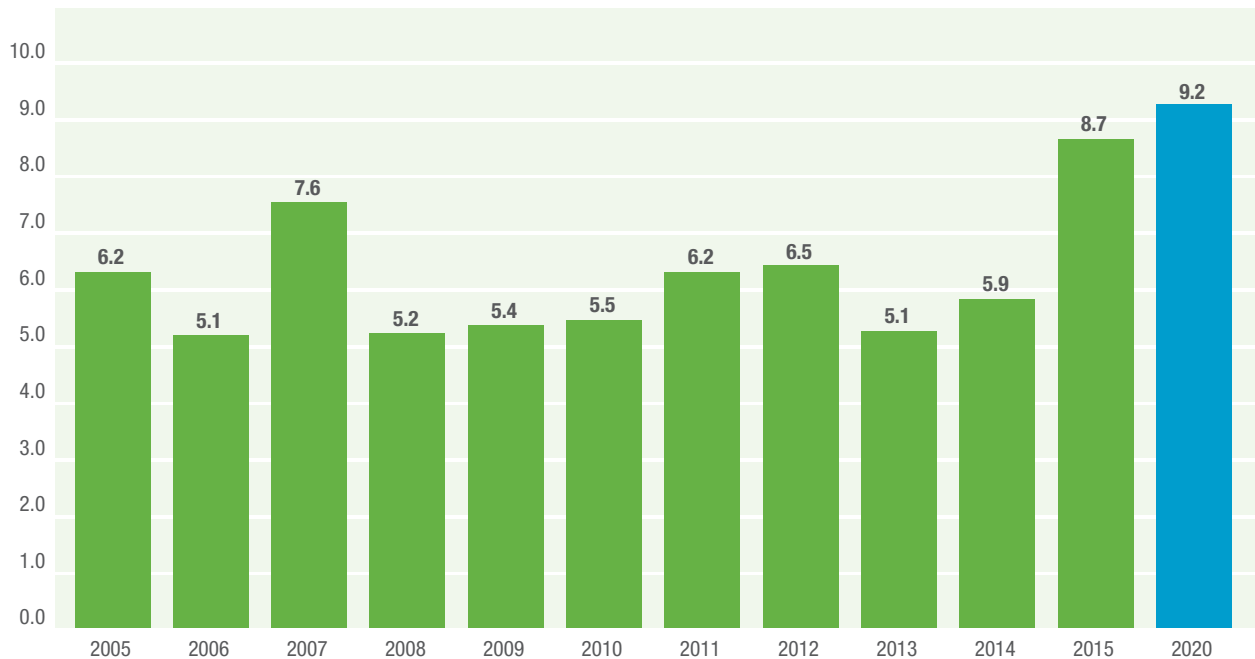
Florists prepare and sell floral arrangements. They are involved in activities such as planning and designing floral arrangements, treating flowers, arranging the supply and storage of flowers, engaging with customers and providing flowers for special events.<sup>63</sup>

- The number of job openings for Florists is expected to be low (equal to or less than 5,000) by November 2019
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward,

employment for Florists to November 2020 is expected to grow moderately

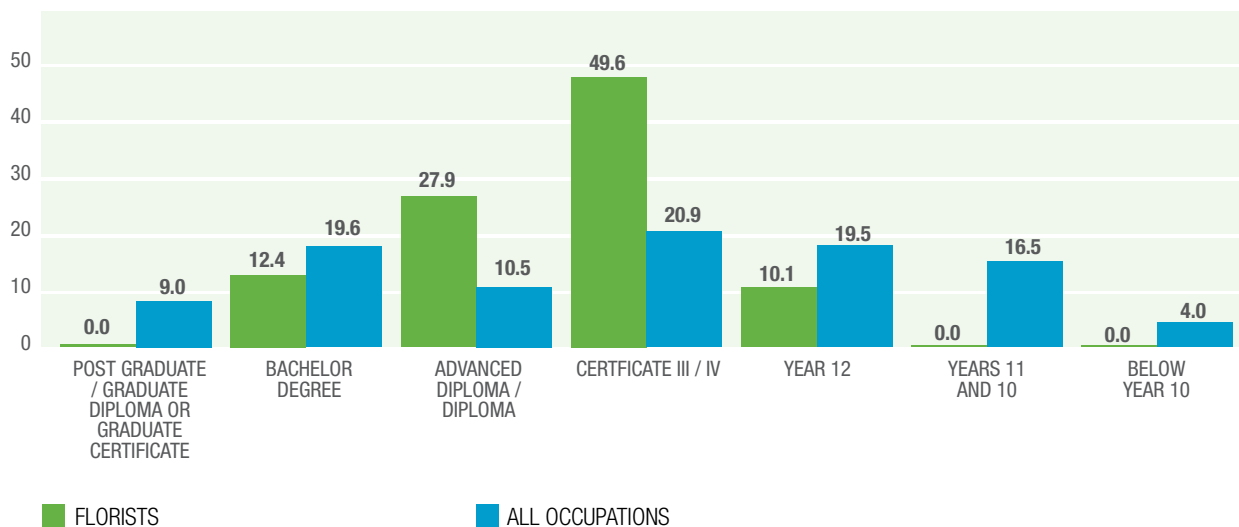
- This is a small occupation (8700 in November 2015) suggesting that opportunities may be quite limited in some regions
- Florists have a relatively low proportion of full-time jobs (58.5%). For Florists working full-time, average weekly hours are 48.5 (compared to 40.2 for all occupations). Unemployment for Florists is above average
- The most common level of educational attainment for Florists is Certificate III/IV (49.6%).<sup>63</sup>

### EMPLOYMENT LEVEL (000s) PAST AND PROJECTED (TO 2020) - FLORISTS<sup>64</sup>





## EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT) - FLORISTS <sup>65</sup>



## Funeral Services

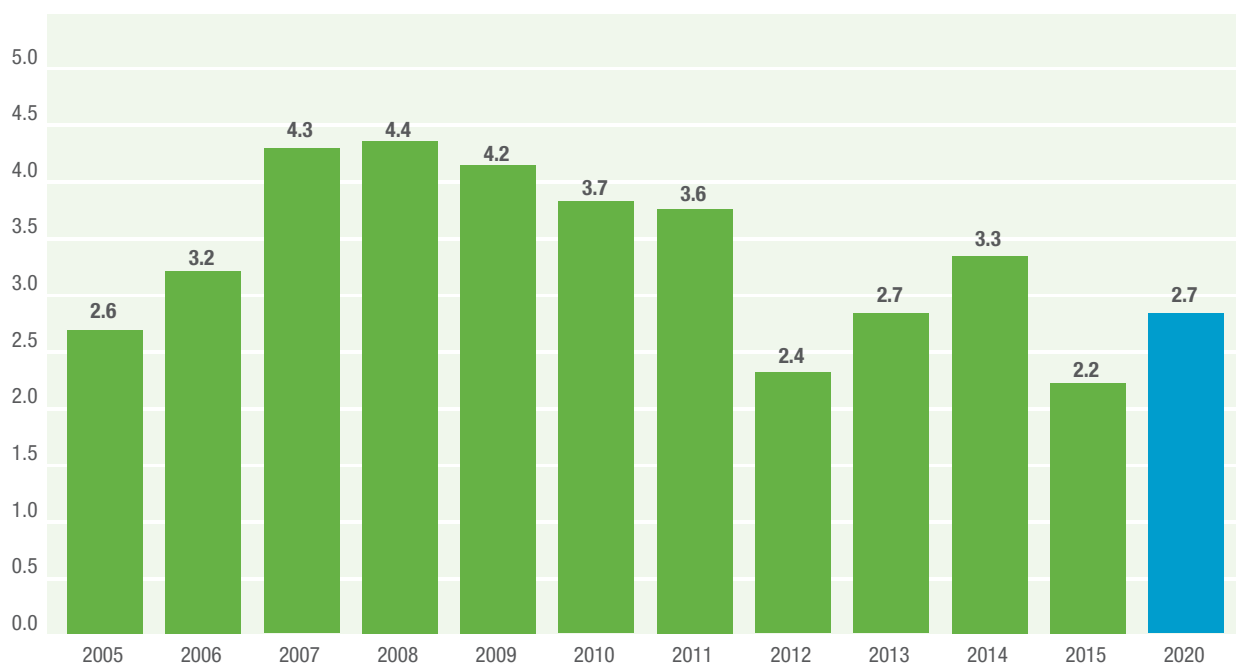
### Funeral Workers

Funeral Workers prepare bodies for viewing and burial, arrange and conduct funerals, and perform other specialist funereal services. They are involved in tasks such as advising on funeral services, working with the families and associates of the deceased, coordinating the movement of bodies and coffins and ensuring legal requirements are met.<sup>66</sup>

- The number of job openings for Funeral Workers is expected to be low (equal to or less than 5,000), by November 2015
- Employment for this occupation fell markedly (in percentage terms) in the past five years and fell in the long-term (ten years). Looking forward, employment for Funeral Workers to November 2020 is expected to grow very strongly

- This is a very small occupation (2200 in November 2015) suggesting that opportunities may be quite limited in some regions
- Funeral Workers have an average proportion of full-time jobs (75%). For Funeral Workers working full-time, average weekly hours are 39.6 (compared to 40.2 for all occupations) and earnings are below average - in the fourth decile. Unemployment for Funeral Workers is below average
- There is no educational attainment data available for this occupation.<sup>66</sup>

## EMPLOYMENT LEVEL (000s) PAST AND PROJECTED (TO 2020) - FUNERAL WORKERS <sup>67</sup>



## Workforce challenges and opportunities

### Skills Shortages

Skills shortages persist across the WRAPS industries and have become one of the greatest workforce challenges. Employers within the various sectors identify with common shortages which are explored in detail below.

### Frontline service skills

The role of frontline staff is pivotal to the success of any service-based business, as these individuals are a business's representative face that directly connects with the customer. Today's customers and clients are equipped with greater product knowledge and have heightened expectations of service offerings. Satisfying

this new breed of customers requires advanced skills at the frontline. Frontline team members require a far greater understanding of the business offerings, along with advanced customer service and selling skills.

Some employers recognise the vital role of their frontline employees and are implementing strategies to ensure the importance of the role is valued. For others, the tactic of relying on a transient workforce with minimal levels of training is becoming increasingly impractical. Regardless of the approach, industry collectively recognises frontline skills gaps.

### Management skills

Managers need more advanced and broader skills to operate in increasingly complex business environments, yet employers report on skills shortages in basic management skills such as financials, stock management, calculating budgets and forecasting. Coaching and

leadership skills are noted as equally essential. Employers report on difficulties accessing adequately skilled individuals to fill these roles. Highly performing managers have been shown to have a real impact on business performance, making it critical that roles are filled with capable individuals.

More specifically, the retail industry reports on challenges in finding Human Resource managers with sound recruitment and retention skills. These skills are of particular importance to this sector given high workforce turnover and lack of suitably qualified talent pools to fill specialist roles. A recent survey conducted by the Australian Retailers Association indicated Human Resource Management as being one of the top three priority skills required by retail managers. The same survey highlighted the value of management and leadership skills within a retail environment.

### **Digital skills**

At a general level, digital literacy is now mandatory for the vast majority of employees, whether it be required for operating a point of sale or client booking system or, at a more complex level, maintaining a business website or e-commerce platform. Employers report on occurrences where staff do not possess the requisite skills to adapt to, and adopt, new technologies.

Rapid change is occurring in the space of e-commerce, having a vast impact on WRAPS industries who are large adopters of online technologies. Changes to payment systems, e-commerce platforms, marketing automation, logistics and data sourcing, to name a few, mean that there is a constant demand for a workforce that is agile and able to keep pace with change.

### **Social media skills**

Social media has proven a highly cost effective means of connecting with a customer base and reaching a broader audience to generate new business, yet many Australian businesses have not yet embraced social media. Those who have implemented social marketing report a lack of

skills to utilise platforms to their full benefit. With businesses cautious of the very public consequences of miss-steps in the use of social media, employers require access to skills for the proper use of social platforms, in particular the management of negative user-generated content.

### **Specialist skills**

There is an increasing prevalence of businesses offering unique and specialised services, which represents a shift from traditional operating models where businesses offer a broad range of products and services. Examples can be found within the beauty industry where salons offer only a narrow service range such as brow bars, tanning salons, or laser clinics. These businesses promote themselves as experts within their field and require access to individuals with a highly-refined skill set.

The retail sector has long been challenged by skills shortages in specialist areas such as merchandise buying and planning. Australian retailers report on recruitment challenges and shallow local talent pools which have resulted in offshore searches for skills. International recruitment comes with significant cost and high failure rates.

Industry requires access to training and development that allow individuals to refine a particular skill set, and to become experts within that field.

### **Attraction, retention and career pathways**

WRAPS industries broadly report on difficulties attracting and retaining highly skilled and qualified staff. There is common concern across the sectors that industry job roles are not valued as viable career pathways by teachers, school career advisors and parents, who all have significant influence over the career choices of young people. In particular, many parents have a desire to see their children complete university studies as opposed to a trade qualification. The resulting impact is that many industries are not a first, or conscious, choice for long-term employment.

Australian retailers believe people do not look for careers in retail because they are unaware of the opportunities available beyond the shop counter. They do not know there are careers available in areas such as visual merchandising, e-commerce management, supply chain management and merchandise management. It is often the case that even retail workers themselves have limited understanding of the career options available. This lack of awareness causes retention problems for employers and difficulties in growing their own talent.

The funeral directing business is reliant on a mix of casual and part-time staff to support unpredictable demands. In this case, attracting talent is more of a challenge than retaining staff.

Internships and traineeships play an important role in transitioning young Australians from school and into work and providing exposure to employment pathway options. There has been limited commentary on youth unemployment and the negative impact that the drop in traineeships is having in facilitating youth and lifelong employment. In addition, traineeships are recognised as valuable pathways, for disadvantaged job seekers, combining structured learning with real work exposure.

### **Developing talent**

Small or non-existent training budgets within WRAPS businesses prevent employers from being able to offer their people ongoing professional development. Many rely on the provision of in-house or supplier-based training to develop skills internally. Whilst often these solutions provide a short-term means of skills development, few opportunities are presented to bring new skills into the business.

In addition, employers often do not understand the potential return on investment when considering training options. This view, coupled with the time required away from the workplace to undertake training, acts as a deterrent to developing the skill sets of existing employees.

### **Employee experience levels**

The rise in the number of short and condensed courses has meant that many job applicants have been deemed unsuitable for an advertised position as a result of a lack of quality training and workplace exposure. This gap between skills required and skills held is particularly prevalent in the hairdressing and beauty industries. Employers in these industries have reported on substandard levels of training and insufficient hands-on experience in graduates that have completed short or non-accredited training.

Further, sectors such as the hairdressing and beauty industry, report on issues with the job readiness of graduates whereby individuals are not equipped with the level of skills and knowledge expected by employers. In particular, hairdressing employers have noted a lack of fundamental technical skills required of hairdressing job roles. As a result these employers have expressed interest in playing a greater role in the delivery of training and development of training and assessment.

## D. Skills outlook

### International and national trends in workplace design

#### Beauty

##### Changing business models

The beauty industry reports a shift towards more specialisation. Whilst traditional salons remain the most predominant business model there has been a notable increase in salons and clinics offering a limited range of treatments and marketing themselves as experts in their chosen field. This move towards specialisation may reduce the need for therapists to possess a broad range of skills and see an increased demand for highly-refined skill sets.

##### Advanced treatments

Treatments, once considered advanced, are now more commonplace as businesses have improved access to equipment at a lower cost. Previously, advanced treatments, requiring the use of specialised machinery, were restricted to large businesses generating high revenue. An example is the proliferation of establishments offering laser hair reduction. Laser hair treatments require the use of intense pulsed light (IPL) and laser equipment. Training for equipment use is often supplier-provided and limited to basic machinery usage and maintenance. As a result, many practitioners do not gain the underpinning skin science knowledge required to perform treatments that carry a high degree of risk.

##### Spa and wellness tourism

The overlap between the beauty and the tourism industries continues to grow as 'spa and wellness' tourism increases. Visit Victoria, for instance, recently spent \$500,000 advertising the mineral waters of Daylesford and the geothermal waters of the Mornington Peninsula to interstate tourists seeking spa and wellbeing destinations. Internationally, the wellness travel industry is worth US\$439 billion and is forecast to grow by 50% by 2017.<sup>68</sup> In an increasingly high-pressured society, consumers are turning to spa and wellness destinations not simply for luxury, but for stress reduction. Skills to provide such an

experience are noted as significantly different to those required by traditional beauty therapists.

##### Cosmetic nursing

Today's society is highly appearance-driven, with both men and women seeking options to enhance their physical features and defy age. Often the solutions available are invasive and require the involvement of registered medical professionals. In keeping with clientele demands, some traditional beauty salons are now engaging cosmetic nurses to offer treatments such as injectables. Current legislation requires an initial patient consultation with a covering doctor, and following this a nurse can perform the treatment within a beauty salon environment.

As this trend increases, the gap between traditional beauty and medical treatments narrows. Industry will require the skills to work collaboratively with medical practitioners, maintain their scope of practice and develop strategic partnerships.

#### Community Pharmacy

##### Broadening of services

Community pharmacies now commonly provide preventative health and disease monitoring services. Community pharmacy employees will need the skills to pass on important health advice to customers, and just as importantly, understand and communicate their scope of practice.

Consultation rooms within a community pharmacy setting are becoming more common and are used to provide additional services to the public, such as vaccinations and health checks. The provision of such services reduces health risks, levels of hospitalisation and economic loss in the community where industry and individuals suffer productivity losses from illness, particularly influenza. Further, they reduce the workload and waiting times in General Practices. The implementation of consultation rooms will require the community pharmacy workforce to undertake specific training to ensure they are adequately skilled to provide these services. Senior pharmacy

assistants are typically involved in the delivery of these services.

In addition, the workflow within a community pharmacy is changing. The expansion of professional services in line with the Sixth Community Pharmacy Agreement (6CPA) sees pharmacists having greater customer contact. The 6CPA has seen an increase in the total funding allocated to community pharmacies programs to focus on evidence-based, patient focused services. Pharmacists still have ultimate responsibility for dispensing, but dispensary assistants are being asked to take on more responsibilities in dispensing and administration, in order to allow pharmacists to spend this additional time with customers. As a result, a greater number of skilled dispensary technicians are required and community pharmacy assistants will expand their roles.

## Floristry

### Sustainability

Customers are demanding environmentally-friendly products of their florists, particularly for use in 'green funerals' where all products are required to be biodegradable. However, many floristry products are not environmentally friendly and the industry reports a lack of awareness of how to offer a sustainable product. Industry notes the trend for customers to ask for environmentally-friendly products, and expects this trend to grow.

### Online purchasing

Rapid digital advancements in e-commerce has made online retailing a more accessible option for many floristry businesses. Businesses who sell online act as a source of competition to traditional florists, as they can offer competitive prices and convenient purchasing options. It is anticipated that online floral retailing will continue to grow strongly. Floristry businesses may begin to consider expanding their offering online, which will impact both workplace design and the skills required by employees.<sup>69</sup>

## Funeral Services

### Funeral preference

The last decade has seen consumers increasingly opt for cremations as they provide affordability at a lower cost than burials. Two thirds of Australians choose to be cremated, a figure which is lower in rural areas where the required facilities are not always readily available. Many people no longer live in the area where they were born, or have limited connection to the location in which they pass. Costs to transport a body are high, making cremation an alternative for individuals who wish to rest in either their birth location, or a location of meaning.<sup>70</sup>

### Multicultural Australia

The multicultural, multi-faith composition of the Australian population calls for funeral directors to broaden their range of services and to develop greater cultural awareness, reports the funeral industry.<sup>71</sup> Greater diversity has also led to more cremations, which are traditional in some cultures and are popular among those with no religious affiliation. Demand will shift with time as well as diversity: the industry reports many of the beliefs and customs relating to funeral arrangements are diminishing or changing with younger generations. Secular funeral events also continue to grow in popularity. These are more variable than services based on long-standing traditions and tend to focus on personalisation. Funeral directors need to expand their knowledge in response to this trend.

### Environmentally sustainable practices

The industry expects the demand for sustainable funerals to keep growing. In Australia this has mainly led to more cremations, but it is believed that other methods will increase in popularity. Resomation, which uses water and alkali to break down the body, for instance, might increase in popularity the industry suggests, although it is presently not used extensively, as it is generally expensive and not available in all states. The number of 'green cemeteries' across the country is slowly increasing. The deceased are buried in biodegradable coffins and only natural fibres are used. Preparatory chemicals are prohibited, as is the placement of artificial tributes or commemorative items on burial sites. In some instances the coffin will be buried with microchip markers and a tree planted over the top.

## **Hairdressing**

### **Barbering**

The re-emergence of the barbershop is a trend that has triggered the need for specialist barbering skills, particularly as the fashion for men is increasingly dominated by men's styled cuts and meticulously groomed facial hair. This trend incorporates traditional barbershops and more modern types of 'boutique' or concept barbershops, particularly found in metropolitan areas. The industry reports difficulties finding qualified barbers. It is expected that the recently released Certificate III in Barbering, the first nationally recognised qualification for barbers, will assist in alleviating this shortage.

### **Broadening of offerings**

The industry reports it is expanding its service offerings and businesses are looking to diversify to keep their clients. Businesses are incorporating beauty treatments such as spray tans, waxing or make-up services, as well as men's treatments, as they look for additional revenue streams. Salons attempting to create such points of difference will typically hire beauty specialists for the provision of additional services, creating a cross-over with the beauty industry.

Further to broadening of services, salons are looking at other ways to satisfy their clientele with accessibility to online booking management, in salon Wi-Fi, food and beverages and membership programs.

## **Retail**

### **Digital retail**

Although online retail spending is estimated at only 6.6% of traditional retail spending in Australia, its growth significantly outpaces that of traditional retail.<sup>72</sup> The success of retailers has become inextricably linked to their digital competence and skills in e-commerce effectiveness, digital marketing, social media and making the online shopping experience work on mobile devices.<sup>73</sup>

### **Merchandise and supply chain management**

The effective management of merchandise is crucial and has become highly complex in a digital environment. Retailers report challenges facilitating inventory and management systems that can deliver on supply chain needs. This task is not made simpler by customers' substantially increased expectations of delivery speed: next-day delivery has become same-day delivery.

Technology and warehouse automation are critical. Radio Frequency Identification (RFID) tagging for stock is not commonly used in Australia but it is expected to overtake barcoding to become the norm. RFID enables instant stock information; helps customers and staff locate merchandise; prevents loss and theft; and feeds information to management systems.

The supply chain will undergo another revolution in the next decade with the integration of 3D printing. Product development will happen faster and a greater range of products will be able to be customised and made on demand. In some businesses, there will no longer be any need to hold inventory.<sup>74</sup>

These changes will require businesses to possess the ability to integrate these technologies and effectively manage change. Poor management of changes to supply chain and merchandise management through the introduction of technologies can be a costly exercise, making it imperative a smooth transition process occurs.

### **Data-driven strategy (big data)**

With the advancement of in-store and online technologies, as well as the widespread use of loyalty schemes, comes the ability to collect volumes of data about individuals and their behaviours. Retailers globally are adopting innovative means of drawing consumer insights from the information they have collected.

Big data can be used to make decisions in areas like logistics, supply chain operations, merchandise management and marketing. However, it is challenging to make sense of big data. Complex analytical and statistical skills are required to be able to draw accurate conclusions from the data. Understanding what key questions to ask of the data is also an important skill.<sup>75</sup>

There are ethical implications too, with many consumers concerned about their privacy. The use and storage of data is likely to be the subject of more regulation. Retail managers and executives will need to know what's required to manage the information legally and ethically. Successful use of big data needs leadership, management and strategy skills. Analytical skills are a key requirement for organisations being able to succeed in a data-rich environment.

### **International markets**

Global markets have now opened up to Australian retailers with Asia offering particular potential. Deloitte notes only a small number of Australian retailers have expanded internationally even though they are 'perfectly positioned to move into Asia', particularly given that many already have significant components of their supply chain in Asia.<sup>76</sup> The "global marketplace" also provides opportunities for retailers to capture a greater share of international visitor spending.

To harness this opportunity retailers will be required to develop skills for cross-cultural communication, international marketing and supply chain management.

### **Wholesale**

#### **E-commerce**

Changing consumer behaviour and the rise of digital technology have changed the marketplace for wholesalers as much as for retailers. Business-to-business customers expect real-time information on product and orders yet business-to-business e-commerce in Australia is lagging behind both retail e-commerce and wholesalers in much of the world. The industry points out that establishing an online presence requires a large investment, mainly in terms of developing the skills of current staff and/or hiring new staff.



**TOP FIVE SKILLS** REQUIRED WITHIN THE NEXT THREE TO FIVE YEAR PERIOD

<b>Beauty</b>
Communication
Technology and digital literacy
Retail selling
Technical – specific to job role
Business management – financial and leadership

<b>Funeral Services</b>
Customer service and engagement
Technology
Enhanced people skills – for working with a diverse customer base
Industry and job role specific skills and knowledge
Team work

<b>Community Pharmacy</b>
Communication
Technology
Dispensary
Product Knowledge
Innovation

<b>Hairdressing</b>
Communication – for interacting with clients and team members
Technical – cutting and colouring
Technology and digital literacy – for using salon software and social media
Barbering
Personal Productivity

<b>Floristry</b>
Communication
Customer Service and Engagement
Business and Financial Management
Computer and Digital Literacy
Design and Product Innovation

<b>Retail and Wholesale</b>
Customer service and engagement
Technology
Communication
Leadership
Management

## GENERIC WORKFORCE SKILLS RANKED IN ORDER OF IMPORTANCE PER SECTOR

Beauty	
Workforce Skill	Rank
Customer service/Marketing	1
Language, Literacy and Numeracy	2
Design mindset/Thinking critically/System thinking/Solving problems	3
Learning agility/Information literacy/Intellectual autonomy and self-management	4
Communication/Virtual collaboration/Social intelligence	5
Technology	6
Entrepreneurial	7
Financial	8
Managerial/Leadership	9
Environmental and Sustainability	10
Science, Technology, Engineering and Mathematics	11
Data analysis	12

Community Pharmacy	
Workforce Skill	Rank
Customer service/Marketing	1
Design mindset/Thinking critically/System thinking/Solving problems	2
Data analysis	3
Technology	4
Entrepreneurial	5
Learning agility/Information literacy/Intellectual autonomy and self-management	6
Managerial/Leadership	7
Financial	8
Communication/Virtual collaboration/Social intelligence	9
Language, Literacy and Numeracy	10
Science, Technology, Engineering and Mathematics	11
Environmental and Sustainability	12

<b>Floristry</b>	
<b>Workforce Skill</b>	<b>Rank</b>
Design mindset/Thinking critically/System thinking/Solving problems	1
Customer service/Marketing	2
Language, Literacy and Numeracy	3
Managerial/Leadership	4
Learning agility/Information literacy/Intellectual autonomy and self-management	5
Communication/Virtual collaboration/Social intelligence	6
Technology	7
Managerial/Leadership	8
Environmental and Sustainability	9
Entrepreneurial	10
Financial	11
Science, Technology, Engineering and Mathematics	12

<b>Funeral Services</b>	
<b>Workforce Skill</b>	<b>Rank</b>
Communication/Virtual collaboration/Social intelligence	1
Technology	2
Customer service/Marketing	3
Managerial/Leadership	4
Language, Literacy and Numeracy	5
Learning agility/Information literacy/Intellectual autonomy and self-management	6
Entrepreneurial	7
Design mindset/Thinking critically/System thinking/Solving problems	8
Data analysis	9
Financial	10
Environmental and Sustainability	11
Science, Technology, Engineering and Mathematics	12

<b>Hairdressing</b>	
<b>Workforce Skill</b>	<b>Rank</b>
Customer service/Marketing	1
Design mindset/Thinking critically/System thinking/Solving problems	2
Learning agility/Information literacy/Intellectual autonomy and self-management	3
Communication/Virtual collaboration/Social intelligence	4
Language, Literacy and Numeracy	5
Technology	6
Managerial/Leadership	7
Environmental and Sustainability	8
Financial	9
Entrepreneurial	10
Science, Technology, Engineering and Mathematics	11
Data analysis	12

<b>Retail and Wholesale</b>	
<b>Workforce Skill</b>	<b>Rank</b>
Customer service/Marketing	1
Learning agility/Information literacy/Intellectual autonomy and self-management	2
Design mindset/Thinking critically/System thinking/Solving problems	3
Communication/Virtual collaboration/Social intelligence	4
Language, Literacy and Numeracy	5
Technology	6
Managerial/Leadership	7
Entrepreneurial	8
Financial	9
Environmental and Sustainability	10
Data analysis	11
Science, Technology, Engineering and Mathematics	12

The above skills were informed through a variety of methods. These included:

- desk research, which was undertaken to develop an understanding of existing research and views on skill requirements in this sector;
- an industry workforce survey, which was open to all stakeholders across all industries. The broad scope of the survey allowed a variety of different industries to contribute, which reflects the wide-ranging use of these training package products; and
- consultation with the IRC, in order to confirm that the information was both valid and reflected industry views appropriately.

Note: WRAPS industries have reported that a number of generic skills of importance to their sectors have not been

included within the generic skills table. An example of these involve safety skills which did not feature on the list of skills to be ranked. Further, industry suggests that those missing skills are, in some instances, of greater importance and relevance than those listed.

In addition, it is to be noted that the categorisation of skills within the above tables often didn't resonate with industry. For example, customer service and marketing have been listed as a single generic skill, yet the retail industry views these as two skills highly independent of each other. The fact that this is ranked number one is reflective of the value placed on customer service skills, but has much less to do with marketing.

## E. Other relevant skills-related insights for this sector

When looking to generic workforce skills, industry sectors offer varying interpretations and definitions of skills. WRAPS industries stress that a generic skill may have vastly different meanings and applications when making comparisons across sectors. Industry cautions that a lack of consistent understanding requires careful consideration when reviewing and determining industry skills priorities.

Industry engagement activities occurring in early 2017 indicated widespread support for two Visual Merchandising qualifications to be packaged within the SIR Retail Services Training Package, the Diploma of Visual Merchandising and a new Advanced Diploma of Visual Merchandising. Stakeholders articulated clear distinctions

between aligned industry job roles, career pathways and the skills required at each level. The development of a new Advanced Diploma of Visual Merchandising has been proposed in year two of the Proposed Schedule of Work.

## F. Proposed schedule of work: 2016-17 – 2019-20

### Time-critical issues

Scheduling in this work plan has considered the need to allow for the proper implementation and testing of training products within the system prior to any further review work. As a result, training product review has been scheduled based on the timing of the last review.

Community Pharmacy qualifications are directly impacted by changes to the Community Pharmacy Agreement. The timing of qualification review will need to take into consideration any changes, and the timing of those changes, to the current Sixth Community Pharmacy Agreement.

### Interdependencies

WRAPS qualifications utilise imported units of competency from a diverse range of training packages. This creates interdependencies between training packages whereby the review of certain units of competency will have impacts on other qualifications.

Consideration will need to be given to the timing of reviews and the degree of impact across other training packages and qualifications.

### Where the IRC is advising that a training product would need to be reviewed more than once in the four-year period

It is anticipated that the review of the Graduate Certificate in Intense Pulsed Light and Laser Hair Removal may need to occur twice within this four-year period.

The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) is currently considering the regulation of the use of IPL and laser for cosmetic purposes. Outcomes of this process may see a need for the qualification to be updated to reflect any regulatory requirements.

The IRC notes that there may be instances of unforeseen change triggering a need to review training package products outside of where listed in the national schedule. Examples of unforeseen change include, but are not limited to, changes to legislation, regulation and industry licencing.

### Where the review of a training product is expected to be contentious or involve lengthy work

The review of the Graduate Certificate in Intense Pulsed Light and Laser may attract some resistance as a result of the varied view points on the level of training required to operate intense pulsed light and laser equipment.

It is difficult to predict if review of other training package products will be contentious or lengthy as the detail of proposed change has not yet been identified or considered by industry. At this time no significant issues have been detected, however the IRC notes that the very nature of training product review work will bring to light differing stakeholder views.

### Cross Sectoral Projects

The WRAPS IRC welcomes the strategic approach to cross-sector skills that has been adopted by the Australian Industry and Skills Committee (AISC) and supports the achievement of efficiencies in the product development process through the development of cross-industry skills standards.

SkillsIQ has been commissioned by the AISC to lead a project that will identify and address cross sectoral skills needs in 'Consumer Engagement through Social and Online Media'. This IRC has been identified as one of several IRCs who will be engaged to contribute to this work.

### Training Package work requiring no Case for Change

On the basis of industry intelligence received it is proposed that Beauty training package beauty training package products, proposed for review in year two, progress directly to the training package development stage without the need for a Case for Change. There has been significant feedback received indicating a need to revise training package products to address implementation issues currently experienced. Implementation issues have the ability to affect quality outcomes of training delivery and assessment and therefore should be addressed as soon as practical. The WRAPS IRC, supported by SkillsIQ, has collated a strong evidence base to support this need.

## G. IRC Sign-off

This Industry Skills Forecast and Proposed Schedule of Work was agreed to by:

Fiona Heslop, Chair of the Wholesale, Retail and Personal Services IRC

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Signature of Chair

Date:

# Wholesale, Retail and Personal Services IRC Proposed Schedule of Work 2016-17 to 2019-2020

Contact details: IRC – Fiona Heslop, Chair, SkillsIQ - Melinda Brown, General Manager. Date submitted to Department of Education and Training: 28 April 2017.

## Year 1

- Existing training package products proposed in year 1 have not yet undergone transition to the Standards for Training Packages and as a result have been scheduled within this year
- New training package products proposed in year 1 have been scheduled as priority work. Initial development of these components began under the former Industry Skills Council and remains unfinished. Industry deems these as critical pieces of work.

Note: Activity orders have been executed for proposed year 1 work.

## Year 2

- Beauty training package products have been proposed in year 2. Feedback, following the implementation of these components in 2015, has suggested a need for review within the second year of this proposed schedule of work
- Funeral Services training package components have been proposed for review in year 2 based on the timing of the last review (2013).
- An Advanced Diploma of Visual Merchandising has been proposed for development in year 2 based on significant support and requests received from industry.

## Year 3

- Floristry and Hairdressing training package products have been proposed for review in year 3 based on the timing of the last review. To allow the training products to be properly implemented and tested within the system, the training products in this sector have been scheduled for review in year 3.

## Year 4

- Retail Services training package components have been proposed for review in year 4 based on the timing of the last review. These training products were released on the national register, training.gov.au, in 2016. As has been identified earlier in this Industry Skills Forecast, a temporary extension to RTO transition requirements was agreed by the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers. As a result, RTOs are not required to have the updated qualifications on scope until 8 June 2017. To allow the training products to be properly implemented and tested within the system, the training products in this sector have been scheduled for review in year 4.

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
<b>QUALIFICATIONS</b>						
<i>Year 1 (2016 – 2017)</i> Based on industry identified need for priority development	SIR	Retail Services	SIR50212	Diploma of Visual Merchandising		
<i>Year 1 (2016 – 2017)</i> Based on industry identified need for priority development	SIR	Retail Services	SIR40216	Diploma of Retail Merchandise		
<i>Year 1 (2016 – 2017)</i> Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SIB70110	Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction		
<i>Year 2 (2017-2018)</i> Based on industry identified need for new qualification development	SIR	Retail Services	TBA	Advanced Diploma of Visual Merchandising		
<i>Year 2 (2017-2018)</i> Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB20116	Certificate II in Retail Cosmetics		
<i>Year 2 (2017-2018)</i> Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB30115	Certificate III in Beauty Services		
<i>Year 2 (2017-2018)</i> Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB30215	Certificate III in Make-Up		
<i>Year 2 (2017-2018)</i> Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB30315	Certificate III in Nail Technology		



Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2 (2017-2018) Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB40115	Certificate IV in Beauty Therapy		
Year 2 (2017-2018) Based on industry identified need for priority development	SHB	Hairdressing and Beauty	SHB50115	Diploma of Beauty Therapy		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF10113	Certificate I in Funeral Services		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF20113	Certificate II in Funeral Operations		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF30113	Certificate III in Cemetery and Crematorium Operations		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF30213	Certificate III in Grave digging, Grounds and Maintenance		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF30313	Certificate III in Funeral Operations		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF40113	Certificate IV in Funeral Services		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF40213	Certificate IV in Embalming		
Year 2 (2017-2018) Based on industry identified need for priority development	SIF	Funeral Services	SIF50113	Diploma of Funeral Services Management		
Year 3 (2018-2019) Based on timing of last review	SFL	Floristry	SFL20115	Certificate II in Floristry (Assistant)		
Year 3 (2018-2019) Based on timing of last review	SFL	Floristry	SFL30115	Certificate III in Floristry		
Year 3 (2018-2019) Based on Timing of last review	SFL	Floristry	SFL40115	Certificate IV in Floristry		
Year 3 (2018-2019) Based on timing of last review	SFL	Floristry	SFL50115	Diploma of Floristry Design		
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB20216	Certificate II in Salon Assistant		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB30416	Certificate III in Hairdressing		
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB30516	Certificate III in Barbering		
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB40216	Certificate IV in Hairdressing		
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB50216	Diploma of Salon Management		
Year 3 (2018-2019) Based on timing of last review	SHB	Hairdressing and Beauty	SHB80116	Graduate Certificate in Hairdressing Creative Leadership		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR10116	Certificate I in Retail Services		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR20116	Certificate II in Community Pharmacy		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR20216	Certificate II in Retail Services		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR30116	Certificate III in Community Pharmacy		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR30216	Certificate III in Retail		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR30316	Certificate III in Business to Business Sales		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR40116	Certificate IV in Community Pharmacy		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR40216	Certificate IV in Community Pharmacy Dispensary		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR40316	Certificate IV in Retail Management		
Year 4 (2019-2020) Based on timing of last review	SIR	Retail Services	SIR50116	Diploma of Retail Leadership		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SIF	Funeral Services	SIFSS00003	Induction to the Funeral Services Industry		
Year 2	SIF	Funeral Services	SIFSS00004	Safe Grave digging		
Year 2	SIF	Funeral Services	SIFSS00005	Safe Exhumation of Burial Sites		
Year 4	SIR	Retail Services	SIRSS00012	Community Pharmacy Dispensary		
Year 4	SIR	Retail Services	SIRSS00013	Community Pharmacy Management		
Year 4	SIR	Retail Services	SIRSS00014	Community Pharmacy Quality Implementation		

**SKILL SETS**

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
<b>UNITS OF COMPETENCY</b>						
Year 1	SIB	Beauty			SIBBHS705A	Apply intense pulsed light and laser safety protocols
Year 1	SIB	Beauty			SIBBHS706A	Design intense pulsed light and laser hair reduction treatment programs
Year 1	SIB	Beauty			SIBBHS707A	Provide intense pulsed light and laser hair reduction treatments
Year 1	SIB	Beauty			SIBBES702A	Investigate developments in cosmetic treatments using light or laser systems
Year 1	SIR	Retail Services			SIRRMER405	Produce visual merchandising signs
Year 1	SIR	Retail Services			SIRRMER406	Design, construct and maintain props
Year 1	SIR	Retail Services			SIRRMER407	Design merchandisers
Year 1	SIR	Retail Services			SIRRMER508	Produce retail visual illustrations
Year 1	SIR	Retail Services			SIRRMER509	Manufacture visual merchandising signage and support structures
Year 1	SIR	Retail Services			SIRRMER510	Produce working drawings
Year 1	SIR	Retail Services			SIRRMER511	Plan, organise and maintain display lighting
Year 1	SIR	Retail Services			SIRRMER512	Produce perspective drawings, plans and elevations
Year 1	SIR	Retail Services			SIRRMER513	Develop concept visuals
Year 1	SIR	Retail Services			SIRRMER514	Design and produce store plans and floor layouts
Year 1	SIR	Retail Services			SIRRMER515	Manage visual merchandise projects
Year 1	SIR	Retail Services			SIRRMER516	Style merchandise for photography
Year 1	SIR	Retail Services			SIRRMER517	Develop and apply strategies for merchandising corporate presentations
Year 1	SIR	Retail Services			SIRRMER518	Present design concepts
Year 1	SIR	Retail Services			SIRRMER519	Design and produce merchandising and in-store presentations
Year 1	SIR	Retail Services			SIRXMER304	Present products
Year 1	SIR	Retail Services			SIRXMER405	Manage store presentation and pricing

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 1	SIR	Retail Services			SIRXMER406	Monitor in-store visual merchandising display
Year 1	SIR	Retail Services			SIRXMER407	Plan and build visual presentations for a range of merchandising categories
Year 1	SIR	Retail Services			SIRBUY001	Plan and execute buying trips
Year 1	SIR	Retail Services			SIRBUY002	Construct a merchandise product range
Year 1	SIR	Retail Services			SIRBUY003	Determine and place merchandise orders
Year 1	SIR	Retail Services			SIRMPM002	Manage merchandise production
Year 1	SIR	Retail Services			SIRMPM003	Construct post trade analysis
Year 1	SIR	Retail Services			SIRMPM004	Develop a merchandise strategy
Year 1	SIR	Retail Services			SIRPLN001	Develop implement and monitor a merchandise plan
Year 1	SIR	Retail Services			SIRPLN002	Develop a merchandise buying plan
Year 1	SIR	Retail Services			SIRPLN003	Allocate merchandise
Year 1	SIR	Retail Services			SIRRPD002	Manage suppliers
Year 1	SIR	Retail Services			SIRRPD003	Manage merchandise quality and compliance
Year 1	SIR	Retail Services			SIRXCEG006	Provide online customer support
Year 1	SIR	Retail Services			SIRXCEG007	Manage online customer service standards
Year 1	SIR	Retail Services			SIRXECM001	Monitor and interpret online data analytics
Year 1	SIR	Retail Services			SIRXECM002	Prepare content for e-commerce platform
Year 1	SIR	Retail Services			SIRXECM003	Design e-commerce site usability
Year 1	SIR	Retail Services			SIRXECM004	Plan to trade internationally
Year 1	SIR	Retail Services			SIRXMKT004	Develop, execute and review social media plans
Year 1	SIR	Retail Services			SIRXMKT005	Develop, execute and review digital marketing plans
Year 1	SIR	Retail Services			SIRRSK004	Maintain ecommerce security

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 1	SIR	Retail Services			SIRXSTR002	Develop, implement and review an e-commerce strategy
Year 2	SHB	Hairdressing and Beauty			SHBBBOS001	Apply cosmetic tanning products
Year 2	SHB	Hairdressing and Beauty			SHBBBOS002	Provide body massages
Year 2	SHB	Hairdressing and Beauty			SHBBBOS003	Provide body treatments
Year 2	SHB	Hairdressing and Beauty			SHBBBOS004	Provide aromatherapy massages
Year 2	SHB	Hairdressing and Beauty			SHBBBOS005	Use reflexology relaxation techniques in beauty treatments
Year 2	SHB	Hairdressing and Beauty			SHBBBOS006	Provide superficial lymph massage treatments
Year 2	SHB	Hairdressing and Beauty			SHBBCCS001	Advise on beauty products and services
Year 2	SHB	Hairdressing and Beauty			SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments
Year 2	SHB	Hairdressing and Beauty			SHBBFAS001	Provide lash and brow services
Year 2	SHB	Hairdressing and Beauty			SHBBFAS002	Provide facial treatments and skin care recommendations
Year 2	SHB	Hairdressing and Beauty			SHBBFAS003	Provide specialised facial treatments
Year 2	SHB	Hairdressing and Beauty			SHBBHRS001	Provide waxing services
Year 2	SHB	Hairdressing and Beauty			SHBBHRS002	Provide female intimate waxing services
Year 2	SHB	Hairdressing and Beauty			SHBBHRS003	Provide male intimate waxing services
Year 2	SHB	Hairdressing and Beauty			SHBBHRS004	Provide hair reduction treatments using electrical currents
Year 2	SHB	Hairdressing and Beauty			SHBBINF001	Maintain infection control standards
Year 2	SHB	Hairdressing and Beauty			SHBBMUP001	Apply eyelash extensions
Year 2	SHB	Hairdressing and Beauty			SHBBMUP002	Design and apply make-up
Year 2	SHB	Hairdressing and Beauty			SHBBMUP003	Design and apply make-up for photography
Year 2	SHB	Hairdressing and Beauty			SHBBMUP004	Design and apply remedial camouflage make-up
Year 2	SHB	Hairdressing and Beauty			SHBBMUP005	Apply airbrushed make-up
Year 2	SHB	Hairdressing and Beauty			SHBBMUP006	Design and apply creative make-up
Year 2	SHB	Hairdressing and Beauty			SHBBMUP007	Work collaboratively on make-up productions

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SHB	Hairdressing and Beauty			SHBBNLS001	Provide manicure and pedicure services
Year 2	SHB	Hairdressing and Beauty			SHBBNLS002	Apply gel nail enhancements
Year 2	SHB	Hairdressing and Beauty			SHBBNLS003	Apply acrylic nail enhancements
Year 2	SHB	Hairdressing and Beauty			SHBBNLS004	Apply nail art
Year 2	SHB	Hairdressing and Beauty			SHBBNLS005	Use electric file equipment for nail services
Year 2	SHB	Hairdressing and Beauty			SHBBNLS006	Apply advanced nail art
Year 2	SHB	Hairdressing and Beauty			SHBBRES001	Research and apply beauty industry information
Year 2	SHB	Hairdressing and Beauty			SHBBSKS001	Pierce ear lobes
Year 2	SHB	Hairdressing and Beauty			SHBBSKS002	Provide diathermy treatments
Year 2	SHB	Hairdressing and Beauty			SHBBSKS003	Design and provide cosmetic tattooing
Year 2	SHB	Hairdressing and Beauty			SHBBSKS004	Provide upper body piercings
Year 2	SHB	Hairdressing and Beauty			SHBBSKS005	Provide micro-dermabrasion treatments
Year 2	SHB	Hairdressing and Beauty			SHBBSPA001	Work in a spa therapies framework
Year 2	SHB	Hairdressing and Beauty			SHBBSPA002	Provide spa therapies
Year 2	SHB	Hairdressing and Beauty			SHBBSPA003	Provide stone therapy massages
Year 2	SHB	Hairdressing and Beauty			SHBBSPA004	Provide Indian head massages for relaxation
Year 2	SHB	Hairdressing and Beauty			SHBXCCS001	Conduct salon financial transactions
Year 2	SHB	Hairdressing and Beauty			SHBXCCS002	Provide salon services to clients
Year 2	SHB	Hairdressing and Beauty			SHBXCCS003	Greet and prepare clients for salon services
Year 2	SHB	Hairdressing and Beauty			SHBXCCS004	Recommend products and services
Year 2	SHB	Hairdressing and Beauty			SHBXIND001	Comply with organisational requirements within a personal services environment
Year 2	SHB	Hairdressing and Beauty			SHBXIND002	Communicate as part of a salon team
Year 2	SHB	Hairdressing and Beauty			SHBXWHS001	Apply safe hygiene, health and work practices

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SIF	Funeral Services			SIFXADQ001	Control and order goods
Year 2	SIF	Funeral Services			SIFXADQ002	Conduct internal quality audits
Year 2	SIF	Funeral Services			SIFXADQ003	Monitor contracted services and supplies
Year 2	SIF	Funeral Services			SIFXCSS001	Provide service to clients
Year 2	SIF	Funeral Services			SIFXCSS002	Advise on funeral and burial products and services
Year 2	SIF	Funeral Services			SIFXCSS003	Advise on pre-need funeral and burial products and services
Year 2	SIF	Funeral Services			SIFXCSS004	Coordinate interaction with clients
Year 2	SIF	Funeral Services			SIFXCSS005	Lead customer service teams
Year 2	SIF	Funeral Services			SIFXIND001	Plan a career in the funeral services industry
Year 2	SIF	Funeral Services			SIFXIND002	Work effectively in the funeral services industry
Year 2	SIF	Funeral Services			SIFXIND003	Deal with grief responses
Year 2	SIF	Funeral Services			SIFXIND004	Participate in industry networks
Year 2	SIF	Funeral Services			SIFXMGTO01	Coordinate teams
Year 2	SIF	Funeral Services			SIFXMGTO02	Coordinate staff
Year 2	SIF	Funeral Services			SIFXMGTO03	Supervise staff
Year 2	SIF	Funeral Services			SIFXMGTO04	Support people dealing with grief and trauma
Year 2	SIF	Funeral Services			SIFXMPPR001	Implement marketing and promotional activities
Year 2	SIF	Funeral Services			SIFXMPPR002	Make presentations to community groups
Year 2	SIF	Funeral Services			SIFXMPPR003	Prepare and conduct tours
Year 2	SIF	Funeral Services			SIFXMPPR004	Liaise with the media
Year 2	SIF	Funeral Services			SIFXMPPR005	Develop marketing strategies and activities
Year 2	SIF	Funeral Services			SIFXVHC001	Drive funeral vehicles
Year 2	SIF	Funeral Services			SIFXVHC002	Inspect and maintain vehicles and equipment
Year 2	SIF	Funeral Services			SIFXWHS001	Follow work health and safety procedures



Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SIF	Funeral Services			SIFXWHS002	Follow infection and contamination control procedures
Year 2	SIF	Funeral Services			SIFXWHS003	Implement and monitor work health and safety procedures
Year 2	SIF	Funeral Services			SIFXWHS004	Implement and monitor infection and contamination control practices
Year 2	SIF	Funeral Services			SIFCBGM001	Provide general grounds care
Year 2	SIF	Funeral Services			SIFCBGM002	Maintain property and structures
Year 2	SIF	Funeral Services			SIFCBGM003	Clean and maintain public conveniences and amenities
Year 2	SIF	Funeral Services			SIFCBGM004	Install basic masonry structures
Year 2	SIF	Funeral Services			SIFCBGM005	Place and finish concrete for cemetery or crematorium structures
Year 2	SIF	Funeral Services			SIFCBGM006	Construct signs
Year 2	SIF	Funeral Services			SIFCBGM007	Evaluate building and grounds maintenance and development needs
Year 2	SIF	Funeral Services			SIFCBGM008	Coordinate building and grounds maintenance and development
Year 2	SIF	Funeral Services			SIFBCR001	Bury coffins and caskets
Year 2	SIF	Funeral Services			SIFBCR002	Backfill and make good graves
Year 2	SIF	Funeral Services			SIFBCR003	Dig graves manually
Year 2	SIF	Funeral Services			SIFBCR004	Cremate coffins and caskets
Year 2	SIF	Funeral Services			SIFBCR005	Memorialise cremated remains
Year 2	SIF	Funeral Services			SIFBCR006	Prepare for grave digging
Year 2	SIF	Funeral Services			SIFBCR007	Dig graves using machinery
Year 2	SIF	Funeral Services			SIFBCR008	Consolidate collapsed graves
Year 2	SIF	Funeral Services			SIFBCR009	Remove ledgers and concrete lids
Year 2	SIF	Funeral Services			SIFBCR010	Exhume burial sites
Year 2	SIF	Funeral Services			SIFBCR011	Manufacture vault lids
Year 2	SIF	Funeral Services			SIFBCR012	Install burial vaults
Year 2	SIF	Funeral Services			SIFBCR013	Prepare vaults or crypts for burials

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SIF	Funeral Services			SIFBCBR014	Reinstate vaults or crypts
Year 2	SIF	Funeral Services			SIFBCBR015	Operate a backhoe, front-end loader or excavator
Year 2	SIF	Funeral Services			SIFCCAC001	Coordinate burial site preparation and reinstatement
Year 2	SIF	Funeral Services			SIFCCAC002	Schedule burials or cremations
Year 2	SIF	Funeral Services			SIFCCAC003	Coordinate the collection or memorialisation of cremated remains
Year 2	SIF	Funeral Services			SIFCCAC004	Maintain and care for historical records
Year 2	SIF	Funeral Services			SIFCCAC005	Coordinate chapel operations
Year 2	SIF	Funeral Services			SIFCCAC006	Manage lift and reposition or deepen operations
Year 2	SIF	Funeral Services			SIFCCAC007	Arrange and oversee viewings of cremations
Year 2	SIF	Funeral Services			SIFCCAC008	Coordinate burial works
Year 2	SIF	Funeral Services			SIFCCAC009	Coordinate monument installations
Year 2	SIF	Funeral Services			SIFCCAC010	Supervise burials
Year 2	SIF	Funeral Services			SIFCCAC011	Supervise cremations
Year 2	SIF	Funeral Services			SIFCCAC012	Supervise exhumations
Year 2	SIF	Funeral Services			SIFCWS001	Identify hazards and assess risks in a cemetery or crematorium
Year 2	SIF	Funeral Services			SIFCWS002	Work in confined spaces
Year 2	SIF	Funeral Services			SIFEMWK001	Encoffin deceased persons
Year 2	SIF	Funeral Services			SIFEMWK002	Clean and sterilise mortuary items and equipment
Year 2	SIF	Funeral Services			SIFEMWK003	Determine body preparation requirements
Year 2	SIF	Funeral Services			SIFEMWK004	Coordinate mortuary operations
Year 2	SIF	Funeral Services			SIFEMWK005	Cleanse and disinfect deceased persons
Year 2	SIF	Funeral Services			SIFEMWK006	Set facial features
Year 2	SIF	Funeral Services			SIFEMWK007	Treat abdominal and thoracic cavities
Year 2	SIF	Funeral Services			SIFEMWK008	Dress the deceased and apply cosmetics

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	SIF	Funeral Services			SIFEMWK009	Apply anatomy and physiology principles to embalming
Year 2	SIF	Funeral Services			SIFEMWK010	Restore minor body damage
Year 2	SIF	Funeral Services			SIFEMWK011	Treat the head and body after autopsies
Year 2	SIF	Funeral Services			SIFEMWK012	Restore and set eyes after eye donations
Year 2	SIF	Funeral Services			SIFEMWK013	Determine embalming requirements
Year 2	SIF	Funeral Services			SIFEMWK014	Perform arterial embalming of natural cases
Year 2	SIF	Funeral Services			SIFEMWK015	Perform arterial embalming of autopsied cases
Year 2	SIF	Funeral Services			SIFEMWK016	Treat complex ante-mortem cases
Year 2	SIF	Funeral Services			SIFEMWK017	Treat complex post-mortem cases
Year 2	SIF	Funeral Services			SIFEMWK018	Supervise mortuary operations
Year 2	SIF	Funeral Services			SIFEMWK019	Design a mortuary
Year 2	SIF	Funeral Services			SIFEWS001	Follow mortuary work health and safety procedures
Year 2	SIF	Funeral Services			SIFEWS002	Review and develop mortuary work health and safety policies and procedures
Year 2	SIF	Funeral Services			SIFFFNL001	Assist with the conduct of funerals
Year 2	SIF	Funeral Services			SIFFFNL002	Transfer deceased persons
Year 2	SIF	Funeral Services			SIFFFNL003	Transfer coffins and caskets
Year 2	SIF	Funeral Services			SIFFFNL004	Arrange and oversee viewings
Year 2	SIF	Funeral Services			SIFFFNL005	Arrange funerals
Year 2	SIF	Funeral Services			SIFFFNL006	Arrange intrastate and interstate repatriations
Year 2	SIF	Funeral Services			SIFFFNL007	Arrange international repatriations
Year 2	SIF	Funeral Services			SIFFFNL008	Coordinate funeral operations
Year 2	SIF	Funeral Services			SIFFFNL009	Conduct funerals
Year 2	SIF	Funeral Services			SIFFFNL010	Plan and conduct funeral ceremonies

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3	SFL	Floristry			SFLDEC001	Maintain floristry tools and equipment
Year 3	SFL	Floristry			SFLDEC002	Design floristry products
Year 3	SFL	Floristry			SFLDEC003	Design complex floristry products
Year 3	SFL	Floristry			SFLDEC004	Design and produce innovative floristry products
Year 3	SFL	Floristry			SFLDEC005	Assemble floristry products
Year 3	SFL	Floristry			SFLDEC006	Construct hand tied floristry products
Year 3	SFL	Floristry			SFLDEC007	Construct wired floristry products
Year 3	SFL	Floristry			SFLDEC008	Construct floristry products with a base medium
Year 3	SFL	Floristry			SFLDEC009	Construct complex floristry products
Year 3	SFL	Floristry			SFLDEC010	Coordinate floristry products for special occasions
Year 3	SFL	Floristry			SFLDEC011	Style and manage floristry for events
Year 3	SFL	Floristry			SFLDEC012	Interpret floristry design briefs
Year 3	SFL	Floristry			SFLDEC013	Plan floristry designs with clients
Year 3	SFL	Floristry			SFLDEC014	Research theories of creativity
Year 3	SFL	Floristry			SFLDEC015	Research global floristry trends
Year 3	SFL	Floristry			SFLMGT001	Coordinate floristry work teams
Year 3	SFL	Floristry			SFLSOP001	Source information on floristry products and services
Year 3	SFL	Floristry			SFLSOP002	Work effectively in the floristry industry
Year 3	SFL	Floristry			SFLSOP003	Recognise flower and plant materials
Year 3	SFL	Floristry			SFLSOP004	Receive and store floristry stock
Year 3	SFL	Floristry			SFLSOP005	Prepare and care for floristry stock
Year 3	SFL	Floristry			SFLSOP006	Display and merchandise floristry products
Year 3	SFL	Floristry			SFLSOP007	Interact with floristry customers
Year 3	SFL	Floristry			SFLSOP008	Provide quality service to floristry customers

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3	SFL	Floristry			SFLSOP009	Sell floristry products
Year 3	SFL	Floristry			SFLSOP010	Prepare quotations for floristry products
Year 3	SFL	Floristry			SFLSOP011	Develop a floristry product range
Year 3	SFL	Floristry			SFLSOP012	Maintain and order floristry stock
Year 3	SFL	Floristry			SFLWHS001	Participate in safe work practices
Year 3	SFL	Floristry			SFLWHS002	Provide a safe work environment
Year 3	SHB	Hairdressing and Beauty			SHBXPMSM001	Lead teams in a personal services environment
Year 3	SHB	Hairdressing and Beauty			SHBXPMSM002	Manage treatment services and sales delivery
Year 3	SHB	Hairdressing and Beauty			SHBXPMSM003	Promote a personal services business
Year 3	SHB	Hairdressing and Beauty			SHBXPMSM004	Develop a product and service range
Year 3	SHB	Hairdressing and Beauty			SHBXWHS002	Provide a safe work environment
Year 3	SHB	Hairdressing and Beauty			SHBBAS001	Provide shampoo and basin services
Year 3	SHB	Hairdressing and Beauty			SHBBAS002	Provide head, neck and shoulder massages for relaxation
Year 3	SHB	Hairdressing and Beauty			SHBHCOS001	Plan hair services for special events
Year 3	SHB	Hairdressing and Beauty			SHBHCLS001	Apply hair colour products
Year 3	SHB	Hairdressing and Beauty			SHBHCLS002	Colour and lighten hair
Year 3	SHB	Hairdressing and Beauty			SHBHCLS003	Provide full and partial head highlighting treatments
Year 3	SHB	Hairdressing and Beauty			SHBHCLS004	Neutralise unwanted colours and tones
Year 3	SHB	Hairdressing and Beauty			SHBHCLS005	Provide on scalp full head and retouch bleach treatments
Year 3	SHB	Hairdressing and Beauty			SHBHCLS006	Solve complex colour problems
Year 3	SHB	Hairdressing and Beauty			SHBHCLS007	Enhance hair designs using creative colouring and lightening techniques
Year 3	SHB	Hairdressing and Beauty			SHBHCUT001	Design haircut structures
Year 3	SHB	Hairdressing and Beauty			SHBHCUT002	Create one length or solid haircut structures
Year 3	SHB	Hairdressing and Beauty			SHBHCUT003	Create graduated haircut structures

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT004	Create layered haircut structures
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT005	Cut hair using over-comb techniques
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT006	Create combined haircut structures
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT007	Create combined traditional and classic men's haircut structures
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT008	Design and perform creative haircuts
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT009	Cut hair using freehand clipper techniques
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT010	Create haircuts using tracks and carving
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT011	Design and maintain beards and moustaches
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT012	Shave heads and faces
Year 3	SHB	Hairdressing and Beauty			SHBHJCUT013	Provide men's general grooming services
Year 3	SHB	Hairdressing and Beauty			SHBHDES001	Dry hair to shape
Year 3	SHB	Hairdressing and Beauty			SHBHDES002	Braid hair
Year 3	SHB	Hairdressing and Beauty			SHBHDES003	Create finished hair designs
Year 3	SHB	Hairdressing and Beauty			SHBHDES004	Create classic long hair up-styles
Year 3	SHB	Hairdressing and Beauty			SHBHDES005	Select and apply hair extensions
Year 3	SHB	Hairdressing and Beauty			SHBHDES006	Design and style long hair creatively
Year 3	SHB	Hairdressing and Beauty			SHBHDES007	Apply and maintain wigs and hairpieces
Year 3	SHB	Hairdressing and Beauty			SHBHDES008	Make wigs and hairpieces
Year 3	SHB	Hairdressing and Beauty			SHBHF001	Curl and volumise hair with chemical treatments
Year 3	SHB	Hairdressing and Beauty			SHBHF002	Straighten and relax hair with chemical treatments
Year 3	SHB	Hairdressing and Beauty			SHBHF003	Straighten and relax hair with protein treatments
Year 3	SHB	Hairdressing and Beauty			SHBHF004	Enhance hair designs using chemical reformation techniques
Year 3	SHB	Hairdressing and Beauty			SHBHF005	Rinse and neutralise chemically restuctured hair
Year 3	SHB	Hairdressing and Beauty			SHBHTLS001	Provide technical leadership to hairdressing teams

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3	SHB	Hairdressing and Beauty			SHBHTLS002	Research and use hairdressing trends to advance creative work
Year 3	SHB	Hairdressing and Beauty			SHBHTLS003	Work as a session stylist
Year 3	SHB	Hairdressing and Beauty			SHBHTLS004	Provide creative leadership to the hairdressing industry
Year 3	SHB	Hairdressing and Beauty			SHBHTLS005	Conceive, develop and realise innovative hairdressing concepts for media
Year 3	SHB	Hairdressing and Beauty			SHBHTLS006	Conceive, develop and realise innovative hairdressing concepts for events
Year 3	SHB	Hairdressing and Beauty			SHBHTLS007	Plan and deliver professional hairdressing presentations
Year 3	SHB	Hairdressing and Beauty			SHBHTLS008	Originate and refine hair design concepts
Year 3	SHB	Hairdressing and Beauty			SHBHTLS009	Work to a brief to develop and refine hair designs
Year 3	SHB	Hairdressing and Beauty			SHBHTRI001	Identify and treat hair and scalp conditions
Year 3	SHB	Hairdressing and Beauty			SHBHTRI002	Conduct trichological assessments
Year 3	SHB	Hairdressing and Beauty			SHBHTRI003	Develop and apply scalp treatment therapies
Year 3	SHB	Hairdressing and Beauty			SHBHIND001	Maintain and organise tools, equipment and work areas
Year 3	SHB	Hairdressing and Beauty			SHBHIND002	Research and use hairdressing industry information
Year 3	SHB	Hairdressing and Beauty			SHBHIND003	Develop and expand a client base
Year 3	SHB	Hairdressing and Beauty			SHBHIND004	Participate in session styling teams
Year 4	SIR	Retail Services			SIRCCCS001	Interact with pharmacy customers
Year 4	SIR	Retail Services			SIRCCCS002	Provide and promote services to pharmacy customers
Year 4	SIR	Retail Services			SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
Year 4	SIR	Retail Services			SIRCCPM002	Coordinate a pharmacy quality system
Year 4	SIR	Retail Services			SIRCCPM003	Lead and develop pharmacy teams
Year 4	SIR	Retail Services			SIRCCPM004	Manage pharmacy sales and service delivery
Year 4	SIR	Retail Services			SIRCCPM005	Manage pharmacy premises, equipment and merchandise
Year 4	SIR	Retail Services			SIRCCPM006	Develop a pharmacy product and service range

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	SIR	Retail Services			SIRCDIS001	Assist customers with prescriptions
Year 4	SIR	Retail Services			SIRCDIS002	Deliver medicines to customers outside the pharmacy
Year 4	SIR	Retail Services			SIRCDIS003	Assist in dispensing prescriptions
Year 4	SIR	Retail Services			SIRCDIS004	Assist in preparing dose administration aids
Year 4	SIR	Retail Services			SIRCDIS005	Assist in preparing extemporaneous prescriptions
Year 4	SIR	Retail Services			SIRCDIS006	Maintain dispensary stock
Year 4	SIR	Retail Services			SIRCDIS007	Administer dispensary computer system and claims
Year 4	SIR	Retail Services			SIRCDIS008	Coordinate service to residential care facilities
Year 4	SIR	Retail Services			SIRCHCS001	Support the management of obstructive sleep apnoea
Year 4	SIR	Retail Services			SIRCHCS002	Supply and hire home health care aids and equipment
Year 4	SIR	Retail Services			SIRCHCS003	Test blood pressure and advise on self-monitoring
Year 4	SIR	Retail Services			SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management
Year 4	SIR	Retail Services			SIRCHCS005	Provide Australian Needle and Syringe Program services
Year 4	SIR	Retail Services			SIRCHCS006	Coordinate pharmacy health promotions
Year 4	SIR	Retail Services			SIRCINF001	Use pharmacy practices for infection control
Year 4	SIR	Retail Services			SIRCPA001	Assist customers with vitamins, minerals and supplements
Year 4	SIR	Retail Services			SIRCPA002	Assist customers with eye and ear care products
Year 4	SIR	Retail Services			SIRCPA003	Assist customers with first aid products
Year 4	SIR	Retail Services			SIRCPA004	Assist customers with oral care products
Year 4	SIR	Retail Services			SIRCPA005	Assist customers with cough and cold relief products
Year 4	SIR	Retail Services			SIRCPA006	Assist customers with skin and anti-fungal products
Year 4	SIR	Retail Services			SIRCPA007	Assist customers with pregnancy and maternal health products and services
Year 4	SIR	Retail Services			SIRCPA008	Assist customers with products for gastro-intestinal conditions



Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	SIR	Retail Services			SIRCPA009	Assist customers with allergy relief products
Year 4	SIR	Retail Services			SIRCPA010	Assist customers with analgesic and anti-inflammatory products
Year 4	SIR	Retail Services			SIRCPA011	Assist customers with baby and infant care products
Year 4	SIR	Retail Services			SIRCPA012	Assist customers with asthma-care aids and equipment
Year 4	SIR	Retail Services			SIRCPA013	Assist customers with smoking cessation products
Year 4	SIR	Retail Services			SIRCPA014	Assist customers with continence management products
Year 4	SIR	Retail Services			SIRCPA015	Assist customers with wound care products
Year 4	SIR	Retail Services			SIRCPA016	Assist customers with diet, nutrition and weight-management products and services
Year 4	SIR	Retail Services			SIRCPA017	Assist customers with complementary medicines
Year 4	SIR	Retail Services			SIRCPA018	Assist customers with women's and men's health care products
Year 4	SIR	Retail Services			SIRCIND001	Work effectively in a community pharmacy
Year 4	SIR	Retail Services			SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
Year 4	SIR	Retail Services			SIRXCHA001	Facilitate the change process
Year 4	SIR	Retail Services			SIRXCHA002	Lead the change process
Year 4	SIR	Retail Services			SIRXCOM001	Communicate in the workplace to support team and customer outcomes
Year 4	SIR	Retail Services			SIRXCOM002	Work effectively in a team
Year 4	SIR	Retail Services			SIRXCOM003	Promote team cohesion
Year 4	SIR	Retail Services			SIRXCEG001	Engage the customer
Year 4	SIR	Retail Services			SIRXCEG002	Assist with customer difficulties
Year 4	SIR	Retail Services			SIRXCEG003	Build customer relationships and loyalty
Year 4	SIR	Retail Services			SIRXCEG004	Create a customer-centric culture
Year 4	SIR	Retail Services			SIRXCEG005	Maintain business to business relationships
Year 4	SIR	Retail Services			SIRXDLV001	Deliver food products

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	SIR	Retail Services			SIRXHWB001	Maintain personal health and wellbeing
Year 4	SIR	Retail Services			SIRXHWB002	Promote workplace health and wellbeing
Year 4	SIR	Retail Services			SIRXHRM001	Recruit, select and induct team members
Year 4	SIR	Retail Services			SIRXHRM002	Maintain employee relations
Year 4	SIR	Retail Services			SIRXMGTO01	Supervise and support frontline team members
Year 4	SIR	Retail Services			SIRXMGTO02	Lead a frontline team
Year 4	SIR	Retail Services			SIRXMGTO03	Provide leadership to others
Year 4	SIR	Retail Services			SIRXMGTO04	Plan and manage retail projects
Year 4	SIR	Retail Services			SIRXMGTO05	Lead the development of business opportunities
Year 4	SIR	Retail Services			SIRXMKT001	Support marketing and promotional activities
Year 4	SIR	Retail Services			SIRXMKT002	Use social media to engage customers
Year 4	SIR	Retail Services			SIRXMKT003	Manage promotional activities
Year 4	SIR	Retail Services			SIRXMKT004	Undertake digital marketing activities
Year 4	SIR	Retail Services			SIRXMKT005	Develop a marketing strategy
Year 4	SIR	Retail Services			SIRXPDK001	Advise on products and services
Year 4	SIR	Retail Services			SIRXPDK002	Advise on food products and services
Year 4	SIR	Retail Services			SIRXPDK003	Advise on health and nutritional products and services
Year 4	SIR	Retail Services			SIRXRSK001	Identify and respond to security risks
Year 4	SIR	Retail Services			SIRXRSK002	Maintain store security
Year 4	SIR	Retail Services			SIRXRSK003	Manage risk in the retail environment
Year 4	SIR	Retail Services			SIRXSL001	Sell to the retail customer
Year 4	SIR	Retail Services			SIRXSL002	Follow point-of-sale procedures
Year 4	SIR	Retail Services			SIRXSL003	Achieve sales results
Year 4	SIR	Retail Services			SIRXSL004	Drive sales results

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	SIR	Retail Services			SIRXSTR001	Undertake strategic planning in retail
Year 4	SIR	Retail Services			SIRXTAD001	Train others in frontline tasks
Year 4	SIR	Retail Services			SIRXTAD002	Develop the retail frontline
Year 4	SIR	Retail Services			SIRXTAD003	Coach others for success
Year 4	SIR	Retail Services			SIRXWHS001	Work safely
Year 4	SIR	Retail Services			SIRXWHS002	Contribute to workplace health and safety
Year 4	SIR	Retail Services			SIRXWHS003	Maintain workplace safety
Year 4	SIR	Retail Services			SIRXIND001	Work effectively in a service environment
Year 4	SIR	Retail Services			SIRXIND002	Organise and maintain the store environment
Year 4	SIR	Retail Services			SIRXIND003	Organise personal work requirements
Year 4	SIR	Retail Services			SIRXIND004	Plan a career in the retail industry
Year 4	SIR	Retail Services			SIRXIND005	Develop personal productivity
Year 4	SIR	Retail Services			SIRFSA001	Handle food safety in a retail environment
Year 4	SIR	Retail Services			SIRFSA002	Supervise a food safety program
Year 4	SIR	Retail Services			SIRRINV001	Receive and handle retail stock
Year 4	SIR	Retail Services			SIRRINV002	Control Stock
Year 4	SIR	Retail Services			SIRRMER001	Produce visual merchandise displays
Year 4	SIR	Retail Services			SIRRMER002	Merchandise food products
Year 4	SIR	Retail Services			SIRRMER003	Coordinate visual merchandising activities
Year 4	SIR	Retail Services			SIRRMRM001	Plan merchandise buying strategy
Year 4	SIR	Retail Services			SIRRRTF001	Balance and secure point-of-sale terminal
Year 4	SIR	Retail Services			SIRRRTF002	Monitor retail store financials
Year 4	SIR	Retail Services			SIRRRTF003	Drive retail profitability
Year 4	SIR	Retail Services			SIRRSTY001	Style the customer

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	SIR	Retail Services			SIRWFIN001	Complete debtor processes
Year 4	SIR	Retail Services			SIRWSLS001	Process product and service data
Year 4	SIR	Retail Services			SIRWSLS002	Analyse and achieve sales targets
Year 4	SIR	Retail Services			SIRWSLS003	Build sales of branded products
Year 4	SIR	Retail Services			SIRWSLS004	Optimise customer and territory coverage

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