# Floristry and Retail Resources

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| Floristry Techniques - Edition 2          | IMPORTANT: This text book was developed to address the SFL10 Floristry Training Package and its requirements. As changes have been made to the newly endorsed SLF Floristry Training Package, this may result in information in this text book not aligning to the new requirements within SLF Floristry Training Package. Please refer to the SLF Floristry Training Package V1.0 Companion Volume Implementation Guide for further information on these changes, before purchasing this product, (especially if training under SFL Floristry Training Package). Floristry techniques is divided into three major parts and is printed in black and white. The 3 major parts cover the key elements of:  
  - analysing the market and planning the business;  
  - working with suppliers; working with customers;  
  - design principles;  
  - various floristry techniques;  
  - creating floral designs for competitions and large-scale events.  
  For each part, there are activities throughout the text to assist with learning. At the end of some chapters you will find an extended activity that summarises the key learning.                                                                                       | $110.00 (978-1-74160-566-2) |
| Working In Floristry - Edition 2          | IMPORTANT: This text book was developed to address the SFL10 Floristry Training Package and its requirements. As changes have been made to the newly endorsed SLF Floristry Training Package, this may result in information in this text book not aligning to the new requirements within SLF Floristry Training Package. Please refer to the SLF Floristry Training Package V1.0 Companion Volume Implementation Guide for further information on these changes, before purchasing this product, (especially if training under SFL Floristry Training Package). Working in Floristry is divided into five major parts. These cover the key elements of:  
  - The floristry industry and its legislative and ethical considerations;  
  - how to communicate with customers/clients;  
  - the products and services and how to design, present and maintain them;  
  - the store and studio: how to look after stock and display the merchandise;  
  - designing and assembling floral and other arrangements.  
  For each part, there are activities throughout the text to assist with learning. At the end of each chapter is an extended activity that summarises the key learning.                                                                                       | $104.50 (978-1-74160-565-5) |
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| Learner Guide: BSBRES401A Analyse and present research | This learner guide covers the unit of competency, BSBRES401A Analyse and present research information, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge required to analyse and present research information. It covers the following elements of competency:  
  - Gather and organise information  
  - Research and analyse information  
  - Present information.  
The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems. | $25.00 (978-1-74160-866-3) |
| Learner Guide: SIRRFSA001A Apply retail food safety practices | This printed learner guide covers the unit of competency, SIRRFSA001A Apply retail food safety practices, which is part of the SIR07 V3.2 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge to apply retail food safety practices. It covers the following elements of competency:  
  1. Apply personal hygiene and sanitation  
  2. Identify food safety program  
  3. Store and handle food products hygienically  
  4. Clean work area and equipment  
  5. Monitor food safety  
  6. Contribute to continuous improvement  
It is an elective unit for qualification SIR20207 Certificate II in Retail. | $29.00 (978-1-74160-695-9) |
| Learner Guide: SIRRFSA302 Monitor food safety program | This printed learner guide covers the unit of competency, SIRRFSA302 Monitor food safety program, which is part of the SIR07 V3.3 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge to monitor food safety program. It covers the following elements of competency:  
  1. Monitor implementation of the food safety plan/program  
  2. Respond to occurrences of non-compliance with food safety requirements  
  3. Contribute to continuous improvement of food safety program  
It is an elective in the following qualifications:  
  - SIR30212 Certificate III in Retail Operations | $25.00 (978-1-74160-693-5) |
Learner Guide: SIRRMER001A Merchandise food products

This printed learner guide covers the unit of competency, *SIRRMER001A Merchandise food products*, which is part of the SIR07 V3.3 Retail Services Training Package.

This guide has been designed to help you develop the skills and knowledge required to merchandise food products. It covers the following elements of competency:

- Prepare food stock
- Place and arrange food stock
- Prepare and display labels and tickets
- Maintain food displays
- Protect food stock.

The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to prepare, arrange and present food products, including convenience foods within the store. They also cover the setting up and maintenance of displays and labelling or pricing of stock and the handling, protection and storage of food products for display or sale.

Price: $35.00


Learner Guide: SIRRRPK214 Recommend specialised products and services

This printed learner guide covers the unit of competency, *SIRRRPK214 Recommend specialised products and services*, which is part of the SIR07 V3.3 Retail Services Training Package.

This guide has been designed to help you develop the skills and knowledge required to recommend specialised products and services. It covers the following elements of competency:

- Demonstrate knowledge of the product range
- Advise on products and services to meet customer requirements
- Advise on product warranties
- Quote on price and payment options
- Advise on and arrange product service and repair.

The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to recommend and provide advice on specialised products and services to customers. They also cover the application of specialised product knowledge to provide advice to customers who are other sales staff, with regard to specific product features, technical characteristics, warranties and prices. It also includes the provision of information on organisation services and repairs.

Price: $27.50

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| Learner Guide: SIRWSLS305 Optimise customer and territory coverage | This printed learner guide covers the unit of competency, *SIRWSLS305 Optimise customer and territory coverage*, which is part of the SIR07 V3.3 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge required to apply retail food safety practices. It covers the following elements of competency:  
  - Establish coverage plan for a territory  
  - Report on business visits  
  - Improve customer or territory coverage.  
  The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to efficiently plan and serve business customers within a defined territory, and seek opportunities to improve territory coverage. | $30.00 (978-1-74160-830-4) |
| Learner Guide: SIRXADM001A Apply retail office procedures | This printed learner guide covers the unit of competency, *SIRXADM001A Apply retail office procedures*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge required to apply retail office procedures. It covers the following elements of competency:  
  - Process incoming and outgoing mail  
  - Process bulk mail  
  - Operate office equipment  
  - File and retrieve documents  
  - Establish contact with internal and external customers  
  - Prepare simple correspondence.  
  This is an elective unit in *SIR20212 Certificate II in Retail Fast Food* and *SIR20212 Certificate II in Retail Services*. | $21.00 (978-1-74160-669-0) |
| Learner Guide: SIRXADM002A Coordinate retail office | This printed learner guide covers the unit of competency, *SIRXADM002A Coordinate retail office*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help you develop the skills and knowledge required to Coordinate retail office. It covers the following elements of competency:  
  - Maintain office procedures  
  - Process data in response to information requests  
  - Compose reports and correspondence  
  - Maintain existing recording and filling system | $25.00 (978-1-74160-677-5) |
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| Learner Guide: SIRXCCS201 Apply point of sale handling procedures   | This printed learner guide covers the unit of competency, *SIRXCCS201 Apply point of sale handling procedures*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to assist the learner to develop the skills and knowledge to apply point of sale equipment when processing a range of transactions, using a number of methods of payments. This resource covers the following elements of competency:  
  - Operate point of sale equipment  
  - Ensure accuracy of transactions  
  - Perform point of sale transactions  
  - Complete sales  
  - Wrap and pack goods  
This unit is a core unit for *SIR20212 Certificate II in Retail Services*, as well as an elective unit for *SIR30212 Certificate III in Retail Operations*. | $33.00 (978-1-74160-697-3) |
| Learner Guide: SIRXCCS202 Interact with customers                   | This printed learner guide covers the unit of competency, *SIRXCCS202 Interact with customers*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help the learner to develop the skills and knowledge required to deliver service to customers. This guide will assist the learner to develop the ability to communicate effectively with different customers, respond to their complaints, receive and process sales orders, and identify customers with special requirements. The resource covers the following elements of competency:  
  - Deliver service to customers  
  - Respond to customer complaints  
  - Receive and process sales orders  
  - Identify special customer requirements.  
This unit is a core unit for *SIR20212 Certificate II in Retail Services* and *SIR20312 Certificate II in Retail Fast Food*. This is also an elective unit for *SIR30212 Certificate III in Retail Operations*. | $29.00 (978-1-74160-862-5) |
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| Learner Guide: SIRXCCS203 Promote loyalty programs                    | This printed learner guide covers the unit of competency, *SIRXCCS203 Promote loyalty programs*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help the learner to develop the skills and knowledge required to promote loyalty programs. The learning activities are based around the development of relationships with customers to identify regular and new customers, and these customers eligible for specific loyalty programs. It covers the following elements of competency:  
  - Clarify the details of loyalty programs  
  - Promote participation in loyalty programs  
  - Offer loyalty rewards  
  - Review customer responses to loyalty programs. | $20.00 (978-1-74160-803-8) |
| Learner Guide: SIRXCCS304 Coordinate interaction with customers       | This printed learner guide covers the unit of competency, *SIRXCCS304 Coordinate interaction with customers*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help the learner to develop the skills and knowledge required to coordinate interaction with customers. This will involve the implementation of customer service standards, implementing store policy regarding customer complaints, communicating with management and leading a customer service team. This resources covers the following elements of competency:  
  - Implement customer service standards  
  - Implement store policy regarding customer complaints  
  - Communicate with management  
  - Lead customer service team.  
  This unit is an elective unit for the qualification *SIR20307 Certificate III in Retail*. | $20.00 (978-1-74160-659-1) |
| Learner Guide: SIRXCCS305 Maintain business to business relationships | This printed learner guide covers the unit of competency, *SIRXCCS305 Maintain business to business relationships*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to assist the learner to develop and maintain enduring relationships with business customers, focusing on identification of customer needs. It covers the following elements of competency:  
  - Maintain close contact with business customers.  
  - Identify business customer needs.  
  - Improve business customer outcomes and business relationships. | $22.00 (978-1-74160-876-2) |
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<td>Learner Guide: SIRXCCS406 Provide professional customer service for high value and complex sales</td>
<td>The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to develop and maintain enduring relationships with business customers, focusing on identification of customer needs. They also cover the identification of key customer contacts and service-specific customer needs requiring conformance with trading terms and the building of customer contacts to maintain sustainable business relationships.</td>
<td>$20.00 (978-1-74160-804-5)</td>
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<td>Learner Guide: SIRXCCS407 Develop business to business relationships</td>
<td>This printed learner guide covers the unit of competency, SIRXCCS406 Provide professional customer service for high value and complex sales, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to help the learner to develop the skills and knowledge required to provide professional customer service. It covers the following elements of competency:  - Analyse customer expectations of high value sales experiences.  - Ensure sales environment meets customer expectations.  - Develop customer service relationships. The learning activities in this guide are based around the development of performance outcomes, skills and knowledge required to ensure that customers' sales experience meet expectations to build brand loyalty and percentage of closed sales. They also involve analysing customer expectations and leading the sales team to develop strategies to meet them.</td>
<td>$20.00 (978-1-74160-766-6)</td>
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<tr>
<td>Learner Guide: SIRXCCS408 Build retail relationships and sustain customer loyalty</td>
<td>This printed learner guide covers the unit of competency, SIRXCCS406 Provide professional customer service for high value and complex sales, which is part of the SIR07 V3 Retail Services Training Package.</td>
<td>$25.00 (978-1-74160-892-2)</td>
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| relationships and sustain customer loyalty | This guide has been designed to assist the learner to develop the skills and knowledge required to build retail relationships and sustain customer loyalty. The learning activities are based around the development of performance outcomes, skills and knowledge required to monitor and analyse systems and data relating to customer behaviours and relationships, and to plan and implement improvements to systems, processes and strategies to build retail relationships and sustain customer loyalty. The guide covers the following elements of competency:  
- Review customer relationship management systems.  
- Monitor and analyse customer behaviour.  
- Select and plan targeted events, offers and programs.  
- Promote targeted events, offers and programs. | $20.00 (978-1-74160-757-4) |
| Learner Guide: SIRXCCS509 Manage business customers | This printed learner guide covers the unit of competency, *SIRXCCS509 Manage business customers*, which is part of the SIR07 V3 Retail Services Training Package.  
This guide has been designed to assist the learner in developing the skills and knowledge required to manage business customers. The learner resource is structured to provide the information needed to develop the skills to negotiate deals, negotiate, finalise and manage contracts, and managing trading terms.  
This unit is an elective unit in the qualification *SIR50107 Diploma of Retail Management*. | $20.00 (978-1-74160-757-4) |
| Learner Guide: SIRXCLM101 Organise and maintain work areas | This printed learner guide covers the unit of competency, *SIRXCLM101 Organise and maintain work areas*, which is part of the SIR07 V3 Retail Services Training Package.  
This guide has been designed to assist the learner to develop the skills and knowledge to organise and maintain work areas in a clean, safe uncluttered manner. It covers the following elements of competency:  
- Organise your work area  
- Clean your work area  
- Handle potential hazards  
This is a core unit for qualification *SIR20212 Certificate II in Retail Services*. This unit is also an elective for *SIR10112 Certificate I in Retail Services, SIR20312 Certificate II in Retail Fast Food* and *SIR30212 Certificate III in Retail Services*. | $20.00 (978-1-74160-699-7) |
| Learner Guide: SIRXCLM402 Manage store facilities | This printed learner guide covers the unit of competency, *SIRXCLM402 Manage store facilities*, which is part of the SIR07 V3 Retail Services Training Package.  
This guide has been designed to assist the learner to develop the skills and knowledge required to manage store facilities. The learning activities are based around the development of skills and knowledge required to manage store facilities in an retail environment, and | $20.00 (978-1-74160-884-7) |
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| **Learner Guide: SIRXCOM101** Communicate in the workplace to support team and customer outcomes | Include managing store maintenance and housekeeping, negotiating and monitoring maintenance contracts, and identifying and locating facilities requirements. The learner guide covers the following elements of competence  
- Manage store maintenance program  
- Manage retail equipment maintenance  
- Negotiate maintenance contracts  
- Identify facilities and space requirements. | $30.00 (978-1-74160-886-1) |
| **Learner Guide: SIRXCOM202** Communicate with customers using technologies | This printed learner guide covers the unit of competency, *SIRXCOM202 Communicate with customers using technologies*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to assist the learner develop the skills and knowledge required to communicate with customers using technologies in the retail industry. This learner guide covers the following areas:  
- Clarify procedures for customer contact using technologies.  
- Operate technologies.  
- Promote customer communication using technologies.  
- Contact customers. | $25.00 (978-1-74160-860-1) |
| **Learner Guide: SIRXEBS001A Acquire and retain online customers** | This printed learner guide covers the unit of competency, *SIRXEBS001A Acquire and retain online customers*, which is part of the SIR07 V3 Retail Services Training Package. | $26.00 (978-1-74160-717-8) |
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<td><strong>This guide has been designed to assist the learner to develop the skills and knowledge required to acquire and retain online customers. The guide is structure so the learner can research and implement an online sales and service strategy for their business. This learner resource covers the following elements of competency.</strong></td>
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<td>- Develop an electronic sales strategy</td>
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<td>- Develop an electronic service strategy</td>
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<td>- Optimise retail web presence</td>
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<td>- Build relationships with online customers.</td>
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<td><em>This unit is an elective for the qualifications of SIR40212 Certificate IV in Retail Management and SIR50112 Diploma of Retail Management.</em></td>
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| Learner Guide: SIRXEBS002A Manage retail brands online | This printed learner guide covers the unit of competency, *SIRXEBS002A Manage retail brands online*, which is part of the SIR07 V3 Retail Services Training Package. This guide has been designed to assist the learner to develop the skills and knowledge required to manage retail brands online. This guide covers the following elements of competency:  
- Manage retail brands online  
- Enhance the online brand value. | $25.00 (978-1-74160-872-4) |
| Learner Guide: SIRXEBS003A Manage and promote business to business e-commerce solutions | This printed learner guide covers the unit of competency, *SIRXEBS003A Manage and promote business to business e-commerce solutions*, which is a unit within the SIR07 V3 Retail Services Training Package. This guide has been designed to assist the learner to develop the skills and knowledge required to manage and promote business to business e-commerce solutions. In this guide the learner will develop the skills needed to identify evaluate, select and implement relevant e-commerce systems to meet budget, operational and customer targets. This guide covers the following elements of competency:  
- Manage e-commerce solutions.  
- Maintain the function and interrelation of component e-commerce systems.  
- Verify interconnection of e-commerce systems.  
- Establish protocols and access procedures for customers. | $20.00 (978-1-74160-751-2) |
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| Learner Guide: SIRXFIN002A Perform retail finance duties | This printed learner guide covers the unit of competency, *SIRXFIN002A Perform retail finance duties*, which is a unit within the SIR07 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to monitor, maintain and improve sales and service delivery. This resource covers the following elements of competency:  
  - Process petty cash transactions  
  - Prepare banking documents  
  - Process non-cash transactions  
  - Reconcile invoices for payment to creditors  
  - Prepare invoices for debtors.  
This unit is an elective unit in *SIR20212 Certificate II in Retail Services* qualification. | $20.00 (978-1-74160-719-2) |
| Learner Guide: SIRXFIN004A Manage financial resources | This printed learner guide covers the unit of competency, *SIRXFIN004A Manage financial resources*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to develop, implement and manage financial control systems. This resource covers the following elements:  
  - Control costs  
  - Control budget  
  - Propose expenditure  
  - Maintain store accounting systems  
  - Prepare store sales budgets  
  - Negotiate budgets.  
This unit is an elective for both *SIR40207 Certificate IV in Retail Management* and *SIR50107 Diploma of Retail* qualifications. | $21.00 (978-1-74160-721-5) |
| Learner Guide: SIRXFIN005A Manage operations to budget | This printed learner guide covers the unit of competency, *SIRXFIN005A Manage operations to budget*, which is part of the SIR07 V3 Retail Services Training Package. This Learner resource has been designed to assist the learner to develop the skills and knowledge required to control cost expenditure while managing the overall activities of a wholesale or retail operational area to budget. This resource covers the following areas:  
  - Control costs  
  - Control budgets  
  - Propose expenditure | $18.00 (978-1-74160-723-9) |
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**Learner Guide:** SIRXFIN201 Balance and secure point-of-sale terminal

This printed learner guide covers the unit of competency, **SIRXFIN201 Balance and secure point-of-sale terminal**, which is part of the SIR07 V3 Retail Services Training Package.

This Learner resource has been designed to assist the learner to develop the specialised skills and knowledge required to balance the register or terminal in a retail environment. Activities such as clearing the register, counting money, calculating non cash transactions and reconciling takings are all part of retail business. This resource covers the following elements:

- Balance and secure takings from register or terminal
- Reconcile takings.

This is an elective unit for 4 qualifications, **SIR20212 Certificate II in Retail Services; SIR20312 Certificate II in Retail Fast Food; SIR30212 Certificate III in Retail Operations and SIR30312 Certificate III in Retail Supervision.**

$18.00  
(978-1-74160-667-6)

**Learner Guide:** SIRXGLC401 Monitor compliance with legislative requirements for the establishment of a retail business

This printed learner guide covers the unit of competency, **SIRXGLC401 Monitor compliance with legislative requirements for the establishment of a retail business**, which is a unit within the SIR07 V3 Retail Services Training Package.

This learner resource has been designed to assist the learner to develop the skills and knowledge required to monitor compliance with legislative for the establishment of a retail business. The resource covers the following elements:

- Determine legal structure of the business
- Monitor compliance with statutory and regulatory requirements
- Secure rights to products and services.

It is an elective unit in **SIR40212 Certificate IV in Retail Management** qualification.

$19.00  
(978-1-74160-749-9)

**Learner Guide:** SIRXHRM001A Administer human resources policy

This printed learner guide covers the unit of competency, **SIRXHRM001A Administer human resource policy**, which is part of the SIR07 V3 Retail Services Training Package.

This learner resource has been designed to assist the learner to develop the skills and knowledge required to plan and manage human resources. the resource covers the following elements:

- Implement staffing levels
- Monitor staff performance

$24.00  
(978-1-74160-743-7)
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| | • Identify and minimise potential industrial relations problems  
  • Develop and implement training plans.  
  This unit is an elective unit for both SIR40212 Certificate IV in Retail Management and SIR50112 Diploma of Retail Management qualifications. | |
| Learner Guide: SIRXHRM002A Recruit and select personnel | This printed learner guide covers, the unit of competency, *SIRXHRM002A Recruit and select personnel*, which is part of the SIR07 V3 Retail Services Training Package. 
This learner guide has been designed to assist the learner to develop the skills and knowledge required to recruit and select personnel. 
The resource covers the following elements:  
• Define future personnel requirements  
• Determine job specifications  
• Recruit staff  
• Assess and select applicants.  
This unit is an elective unit for both SIR40207 Certificate IV in Retail Management and SIR50107 Diploma of Retail Management qualifications. | $19.00  
(978-1-74160-715-4) |
| Learner Guide: SIRXICT001A Operate retail technology | This printed learner guide covers the unit of competency, *SIRXICT001A Operate retail technology*, which is part of the SIR07 V3 Retail Services Training Package. 
This learner guide has been designed to assist the learner to develop the skills and knowledge required to operate technology in a retail environment. This resource covers the following elements:  
• Maintain retail equipment  
• Apply keyboard skills  
• Operate data entry equipment.  
This unit is core unit for the *SIR20212 Certificate II in Retail Services qualification*. This unit is also an elective unit for both SIR10112 Certificate I in Retail Services and SIR30212 Certificate III in Retail Operations qualifications. | $22.00  
(978-1-74160-663-8) |
| Learner Guide: SIRXICT002A Use computers as part of business and e-commerce processes | This printed learner guide covers the unit of competency, *SIRXICT002A Use computers as part of business and e-commerce processes*, which is part of the SIR07 V3 Retail Services Training Package. 
This learner resource has been designed to assist the learner to develop the skills and knowledge required to use computers as part of business and e-commerce processes. The resource covers the following elements: | $27.50  
(978-1-74160-890-8) |
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| business and e-commerce processes | • Identify computer technology and information systems, managing electronic transactions  
• Set up and use computerised technology and systems for e-commerce transactions  
• Use technology to set up an electronic account for a customer  
• Establish business procedures for completing credit checks or updates. | |
| Learner Guide: SIRXIND101 Work effectively in a customer service environment | This printed learner guide covers the unit of competency, *SIRXIND101 Work effectively in a customer service environment*, which is part of the SIR07 V3 Retail Services Training Package.  
This learner resource has been designed to assist the learner develop the skills and knowledge required to work effectively in a customer service environment. This resource covers the following elements:  
• Work within organisational requirements  
• Support the work team  
• Maintain personal presentation  
• Develop effective work habits | $22.00 (978-1-74160-880-9) |
| Learner Guide: SIRXIND102 Plan a career in the retail industry | This printed learner guide covers the unit of competency, *SIRXIND102 Plan a career in the retail industry*, which is part of the SIR07 V3 Retail Services Training Package.  
This learner resource has been designed to assist the learner to develop the skills and knowledge required to plan a career in the retail industry. This resource covers the following elements:  
• Explore career opportunities and preferences  
• Identify skill development requirements  
• Plan retail career progression. | $18.00 (978-1-74160-838-0) |
| Learner Guide: SIRXINV001A Perform stock control procedures | This printed learner guide covers the unit of competency, *SIRXINV001A Perform stock control procedures*, which is part of the SIR07 V3 Retail Services Training Package.  
This learner resource has been designed to assist the learner to develop the skills and knowledge required to perform stock control procedures. The learner will develop knowledge on policies and procedures on stock handling including safe lifting and WHS. This resource covers the following elements:  
• Receive and process incoming goods  
• Rotate stock | $24.00 (978-1-74160-687-4) |
# Floristry and Retail Resources

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<th>Name</th>
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| Learner Guide: SIRXINV002A Maintain and order stock | This unit is an elective unit for both SIR20312 Certificate II in Retail Fast Food and SIR30212 Certificate III in Retail Operations qualifications. This printed learner guide covers the unit of competency, SIRXINV002A Maintain and order stock, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to maintain and order stock in a retail environment. This resource covers the following elements:  
  - Monitor receipt and dispatch of goods  
  - Maintain stock records  
  - Coordinate stocktake/cyclical count  
  - Identify stock losses  
  - Process orders  
  - Follow up orders  

This unit is an elective unit for qualifications SIR20312 Certificate II in Retail Fast Food; SIR30212 Certificate III in Retail Operations and SIR30312 Certificate III in Retail Supervision. | $29.00 (978-1-74160-745-1) |
| Learner Guide: SIRXINV003A Plan inventory levels | This unit is an elective unit in the following qualification SIR40212 Certificate IV in Retail Management. This printed learner guide covers the unit of competency, SIRXINV003A Plan inventory levels, which is a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to plan and maintain inventory levels. This resource covers the following elements:  
  - Forecast inventory demands  
  - Implement inventory control systems  
  - Monitor and improve inventory plans  

This unit is an elective unit in the following qualification SIR40212 Certificate IV in Retail Management. | $19.00 (978-1-74160-741-3) |
| Learner Guide: SIRXINV005A Control inventory | This printed learner guide covers the unit of competency, SIRXINV005A Control inventory, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to control inventory in a retail environment. This resource covers the following elements:  
  - Manage receipt, dispatch and storage of merchandise | $19.00 (978-1-74160-739-0) |
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| **Learner Guide: SIRXINV006A Develop purchasing strategies** | This printed learner guide covers the unit of competency, *SIRXINV006A Develop purchasing strategies*, which is a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to develop purchasing strategies. The learner will develop knowledge on policies and procedures on managing purchasing and procurement activities. This resource covers the following elements:  
  - Manage ongoing performance of purchasing and procurement strategies  
  - Evaluate existing purchasing systems  
This unit is an elective unit for *SIR50112 Diploma of Retail Management* qualification. | $19.00  
(978-1-74160-737-6) | |
| **Learner Guide: SIRXMER201 Merchandise products** | This printed learner guide covers the unit of competency, *SIRXMER201 Merchandise products*, which is part of the SIR07 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to merchandise products within a retail store. This resource covers the following elements:  
  - Place and arrange merchandise.  
  - Prepare and apply labels and tickets.  
  - Maintain displays.  
  - Protect merchandise.  
This unit is an elective unit for *SIR50112 Diploma of Retail Management* qualification. | $30.00  
(978-1-74160-828-1) | |
| **Learner Guide: SIRXMER202 Plan, create and maintain delays** | This printed learner guide covers the unit of competency, *SIRXMER202 Plan, create and maintain displays*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to help you develop the skills and knowledge required to merchandise products. The learner will develop knowledge and skills required to plan, create and maintain displays. This resource covers the following elements:  
  - Identify requirements for displays.  
  - Develop display ideas.  
  - Plan and build displays.  
This unit is an elective unit in *SIR20212 Certificate II in Retail Services* qualification. | $18.00  
(978-1-74160-820-5) | |
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| **Learner Guide:** SIRXMER303 Coordinate merchandise presentation | This printed learner guide covers the unit of competency, *SIRXMER303 Coordinate merchandise presentation*, which is a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to coordinate merchandise presentation including supervision of sales and other staff in implementing and maintaining displays according to store merchandising standards. This resource covers the following elements:  
  - Instruct and coordinate staff.  
  - Supervise construction and maintenance of presentations.  
  - Implement merchandise pricing.  
  - Review merchandise presentations. | $18.00 (978-1-74160-823-6) |
| **Learner Guide:** SIRXMER304 Present products | This printed learner guide covers the unit of competency, *SIRXMER304 Present products*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to present products. This resource covers the following elements:  
  - Maintain and use a display tool kit.  
  - Produce simple displays.  
  - Produce and suspend simple styrene shapes and display cards.  
  - Produce a range of product presentations. | $38.00 (978-1-74160-864-9) |
| **Learner Guide:** SIRXMER405 Manage store presentation and pricing | This printed learner guide covers the unit of competency, *SIRXMER405 Manage store presentation and pricing*, which is part of the SIR07 V3 Retail Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage store presentation and pricing. The learner will develop knowledge on policies and procedures on store merchandising, promotions and pricing. This resource covers the following elements:  
  - Manage store merchandising.  
  - Manage housekeeping. | $24.50 (978-1-74160-870-0) |
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| Learner Guide: SIRXMG001A Coordinate work teams | This printed learner guide covers the unit of competency, SIRXMG001A Coordinate work teams, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to Coordinate work teams in a retail environment. The learner will develop knowledge on policies and procedures on coordinating work teams including statutory regulations. This resource covers the following elements:  
- Monitor and organise staffing levels  
- Inform team members  
- Coach on-the-job  
- Motivate the team  
- Maintain staffing records  
This unit is a core unit for SIR30312 Certificate III in Retail Supervision qualification and is an elective unit for both SIR30212 Certificate III in Retail Operations and SIR30412 Certificate III in Business to Business Sales qualifications. | $24.00 (978-1-74160-683-6) |
| Learner Guide: SIRXMG002A Maintain employee relations | This printed learner guide covers the unit of competency, SIRXMG002A Maintain employee relations, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to maintain employee relations. The learner will develop knowledge on store policies and procedures and local statutory requirements to maintain employee relations. This resource covers the following elements:  
- Identify awards/agreements  
- Identify and minimise potential industrial problems  
- Implement dispute settlement procedures  
This unit is a core unit for SIR30312 Certificate III in Retail Supervision qualification and is an elective for SIR30412 Certificate III in Business to Business Sales qualification. | $24.00 (978-1-74160-685-0) |
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| Learner Guide: SIRXMGT003A Lead and manage people | This printed learner guide covers the unit of competency, *SIRXMGT003A Lead and manage people*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to lead and manage people. The learner will develop skills and knowledge to lead and manage teams including developing and communicating team objectives and delegating responsibility. This resource covers the following elements:  
  - Lead the team  
  - Lead by example  
  - Develop and communicate team objectives  
  - Establish, develop and improve teams  
  - Develop staff  
  - Delegate responsibility  
  - Consult with team  
  - Support the team  
  This unit is a core unit for *SIR40212 Certificate IV in Retail Management* qualification. | $16.00 (978-1-74160-709-3) |
| Learner Guide: SIRXMGT004A Analyse and communicate information | This printed learner guide covers the unit of competency, *SIRXMGT004A Analyse and communicate information*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to analyse and communicate information in a retail environment. This resource covers the following elements:  
  - Review external operating environment.  
  - Identify and evaluate competitors.  
  - Assess internal strengths.  
  - Forecast trends and developments.  
  - Recommend and implement improvements.  
  - Respond to change.  
  - Communicate internally and externally. | $25.00 (978-1-74160-888-5) |
<p>| Learner Guide: SIRXMGT005A Set strategic plans | This printed learner guide covers the unit of competency, <em>SIRXMGT005A Set strategic plans</em>, which is part of the SIR07 V1 Retail Services Training Package. | $15.00 (978-1-74160-805-2) |</p>
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| **Floristry and Retail Resources** | This learner resource has been designed to assist the learner to develop the skills and knowledge required to develop strategic plans. This resource covers the following elements:  
  - Communicate and implement mission statement.  
  - Set objectives and targets.  
  - Develop action plans.  
  This unit is a core unit for *SIR50112 Diploma in Retail Management* qualification. | |
| **Learner Guide:** SIRXMGT006A Initiate and implement change | This printed learner guide covers the units of competency in, *SIRXMGT006A Initiate and implement change*, which is part of the SIR07 V3 Retail Services Training Package.  
This learner resource has been designed to assist the learner to develop the skills and knowledge required to initiate and implement change. This resource covers the following elements:  
  - Identify opportunities for increased sales and service.  
  - Evaluate changes.  
  - Negotiate changes.  
  - Implement and evaluate change.  
  This unit is an elective unit in the *SIR50112 Diploma in Retail Management* qualification. | $22.00 (978-1-74160-835-5) |
| **Learner Guide:** SIRXMGT508 Plan and prepare for business sustainability | This printed learner guide covers the unit of competency, *SIRXMGT508 Plan and prepare for business sustainability*, which is part of the SIR07 V3 Retail Services Training Package.  
This learner resource has been designed to assist the learner to develop the skills and knowledge required to plan and prepare for business sustainability. The learner will develop skills and knowledge required to identify and implement suitable sustainability integration strategies for a retail business. This resource covers the following elements:  
  - Gather and analyse information.  
  - Plan sustainability integration.  
  - Prepare implementation documentation. | $15.50 (978-1-74160-836-6) |
| **Learner Guide:** SIRXMGT509 Manage diversity within the business | This printed learner guide covers the unit of competency, *SIRXMGT509 Manage diversity within the business*, which is part of the SIR07 V3 Retail Services Training Package. | $16.50 (978-1-74160-842-7) |
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<td><strong>This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage diversity within a business. The learner will develop knowledge on analysing diversity and opportunities to improve the workplace and customer base. This resource covers the following elements:</strong>&lt;br&gt; • Identify issues associated with diversity.&lt;br&gt; • Build understanding and respect.&lt;br&gt; • Develop opportunities from a diverse workforce and customers.</td>
<td>$16.50 (978-1-74160-205-0)</td>
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<tr>
<td><strong>Learner Guide: SIRXMPR001A Profile a retail market</strong>&lt;br&gt;This printed learner guide covers the unit of competency, <em>SIRXMPR001A Profile a retail market</em>, which is part of the SIR07 V3 Retail Services Training Package.&lt;br&gt;This learner resource has been designed to assist the learner to develop the skills and knowledge required to profile a retail market. This resource covers the following elements:&lt;br&gt; • Review the image of the store.&lt;br&gt; • Research market demands for the store.&lt;br&gt; • Profile the store’s customers.&lt;br&gt; • Implement methods to attract customers to store.</td>
<td>$26.00 (978-1-74160-878-6)</td>
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<td><strong>Learner Guide: SIRXMPR003A Conduct telemarketing</strong>&lt;br&gt;This printed learner guide covers the unit of competency, <em>SIRXMPR003A Conduct telemarketing</em>, which is part of the SIR07 V3 Retail Services Training Package.&lt;br&gt;This learner resource has been designed to assist the learner to develop the skills and knowledge required to conduct telemarketing. The learner will develop the skills and knowledge to apply telemarketing techniques to secure orders and sales. This resource covers the following elements:&lt;br&gt; • Confirm telemarketing processes.&lt;br&gt; • Respond to customer enquiries using telemarketing technology.&lt;br&gt; • Seek customers using telemarketing technology.&lt;br&gt; • Process telemarketing, customer sales and orders.&lt;br&gt; • Maintain telemarketing systems and technology.&lt;br&gt; • Record campaign results.</td>
<td>$25.00 (978-1-74160-733-8)</td>
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| **Learner Guide: SIRXMPR004A Market products**<br>This printed learner guide covers the unit of competency, *SIRXMPR004A Market Products*, which is a unit within the SIR07 V3 Retail Services Training Package. | }
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<td><strong>This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage sales and service delivery. This resource covers the following elements:</strong>&lt;br&gt;• Establish wholesale customer requirements&lt;br&gt;• Develop marketing strategies&lt;br&gt;• Implement marketing strategies&lt;br&gt;• Monitor marketing strategies&lt;br&gt;• Evaluate marketing strategies and customer satisfaction</td>
<td><strong>This unit is an elective unit for SIR40212 Certificate IV in Retail Management qualification.</strong></td>
<td><strong>$20.00</strong>&lt;br&gt;(978-1-74160-727-7)</td>
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**Learner Guide: SIRXMPR005A Seize a business opportunity**<br>This printed learner guide covers the unit of competency, SIRXMPR005A *Seize a business opportunity*, which is a unit within the SIR07 V3 Retail Services Training Package.<br>This learner resource has been designed assist the learner to develop the skills and knowledge required to manage sales and service delivery. This resource covers the following elements:<br>• Analyse environmental factors influencing products and services<br>• Identify a business opportunity<br>• Evaluate a business opportunity<br>• Seize viable business opportunity | **This unit is an elective unit for SIR40207 Certificate IV in Retail Management qualification.** | **$19.00**<br>(978-1-74160-735-2) |

**Learner Guide: SIRXMPR006A Manage promotional activities**<br>This printed learner guide covers the unit of competency, SIRXMPR006A *Manage promotional activities*, which is a unit within the SIR07 V3 Retail Services Training Package.<br>This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage promotional activities. This resource covers the following elements:<br>• Manage promotional program objectives and content<br>• Coordinate promotional activities<br>• Monitor promotional programs | **This unit is an elective unit for SIR50112 Diploma of Retail Management qualification.** | **$19.00**<br>(978-1-74160-735-2) |
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| Learner Guide: SIRXMPR007A Devise a strategic marketing plan         | This printed learner guide covers the unit of competency, *SIRMXPR007A Devise a strategic marketing plan*, which is a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage sales and service delivery. This resource covers the following elements:  
  - Set strategic marketing goals and performance indicators.  
  - Predict trends.  
  - Position products and services to gain sustainable market advantage.  
  - Maximise planning and monitoring frameworks.  
  - Implement the strategic marketing plan.  
This unit is an elective unit for *SIR50112 Diploma of Retail Management* qualification. | $20.00 (978-1-74160-806-9) |
| Learner Guide: SIRXQUA001A Develop innovative ideas at work          | This printed learner guide covers the unit of competency, *SIRXQUA001A Develop innovative ideas at work*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to develop innovative ideas at work. The learner will develop knowledge and skills to identify and develop detailed ideas. This resource covers the following elements:  
  - Interpret the need for innovation.  
  - Generate ideas.  
  - Collaborative with others.  
  - Analyse and reflect on ideas.  
  - Represent ideas.  
  - Evaluate ideas.                                                                                                                                                                                                                                                                     | $22.00 (978-1-74160-827-4) |
| Learner Guide: SIRXQUA006A Benchmark and continuously improve        | This printed learner guide covers the unit of competency, *SIRXQUA006A Benchmark and continuously improve operational quality*, a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to benchmark and continuously improve operational quality. The learner will develop knowledge and skills to monitor and improve wholesale processes and service systems to attain best practice in service quality. This resource covers the following elements:  
  - Benchmark best practice performance  
  - Audit process quality improvement                                                                                                                                                                                                                                               | $26.00 (978-1-74160-731-4) |
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| Learner Guide: SIRXRSK002A Maintain store security | This printed learner guide covers the unit of competency, *SIRXRSK002A Maintain store security*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to maintain store security in a retail environment. The learner will develop the knowledge and skills to maintain frontline security, report security concerns and supervise and train staff on security procedures. This resource covers the following elements:  
  - Monitor and maintain store security  
  - Facilitate awareness and detection of theft | $17.00 (978-1-74160-691-1) |
| Learner Guide: SIRXRSK201 Minimise loss | This printed learner guide covers the unit of competency, *SIRXRSK201 Minimise loss*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to minimise loss, including theft and loss of stock, in a retail environment. This resource covers the following elements:  
  - Apply routine store security.  
  - Minimise theft.  
  - Use stock efficiently. | $19.00 (978-1-74160-882-3) |
| Learner Guide: SIRXSL5002A Advise on products and services | This printed learner guide covers the unit of competency, *SIRXSL5002A Advise on products and services*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to advise on products and services. The learner will develop knowledge and skills to maintain and convey detailed and specialised product knowledge to customers and other staff in accordance with store policy and relevant legislation. This resource covers the following elements:  
  - Develop product knowledge | $21.00 (978-1-74160-725-3) |
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<td><strong>Learner Guide:</strong> SIRXLS008A Develop a sales strategy</td>
<td>This printed learner guide covers the unit of competency, <em>SIRXLS008A Develop a sales strategy</em>, which is a unit within the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage sales and service delivery. The learner will develop the knowledge and skills required to monitor, maintain and improve sales and service delivery including market research. This resource covers the following elements:</td>
<td>$21.00 (978-1-74160-753-6)</td>
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|  | • Review existing sales strategy  
• Devise a sales strategy  
• Implement sales strategy | |
| **Learner Guide:** SIRXLS009A Manage sales teams | This printed learner guide covers the unit of competency, *SIRXLS009A Manage sales teams*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to manage sales teams. This resource covers the following elements: | $26.00 (978-1-74160-747-5) |
|  | • Review sales team performance and procedures.  
• Manage sales team territory coverage.  
• Organise sales staff according to legislative requirements.  
• Monitor price and cost structures.  
• Monitor and reset sales team objectives. | |
| **Learner Guide:** SIRXLS201 Sell products and services | This printed learner guide covers the unit of competency, *SIRXLS201 Sell products and services*, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to sell products and services. This resource covers the following elements: | $20.00 (978-1-74160-705-5) |
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<td>This unit is a core unit for <strong>SIR30212 Certificate III in Retail Operations</strong> qualification and an elective unit for <strong>SIR20312 Certificate II in Retail Fast Food</strong> and <strong>SIR30312 Certificate III in Retail Supervision</strong> qualifications.</td>
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| Learner Guide: SIRXSLS303 Build relationship with customers | This printed learner guide covers the unit of competency, **SIRXSLS303 Build relationships with customers**, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to build relationships with customers. This resource covers the following elements:  
  - Develop relationships with customers  
  - Apply expert knowledge  
  - Provide post-sales support  
  - Plan sales presentations  
  - Implement sales presentations  
  - Maintain and utilise a customer database  
  - Deal with difficult customers  
  This unit is a core unit for both **SIR30212 Certificate III in Retail Operations** and **SIR30412 Certificate III in Business to Business Sales** qualifications. This unit is an elective unit for **SIR30312 Certificate III in Retail Supervision** qualification. | $30.00 (978-1-74160-681-2) |
| Learner Guide: SIRXSLS304 Coordinate sales performance | This printed learner guide covers the unit of competency, **SIRXSLS304 Coordinate sales performance**, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to coordinate sales performance. This resource covers the following elements:  
  - Implement sales policies and procedures  
  - Provide feedback and coaching to improve implementation of sales policies and procedures | $20.00 (978-1-74160-707-9) |
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| **Learner Guide: SIRXLS405 Coordinate a retail operation during economic downturn** | This printed learner guide covers the unit of competency, *SIRXLS405 Coordinate a retail operation during economic downturns*, which is part of the SIR07 V3 Retail Services Training Package. The learner resource has been designed to assist the learner to develop the skills and knowledge required to coordinate a retail operation during economic downturns. The learner will develop the knowledge and skills to anticipate and prepare for economic adversity. This resource covers the following elements:  
  - Assess effects of economic trends.  
  - Engage and motivate staff during adverse trading conditions.  
  - Assess strategies for managing the effects of economic trends.  
  - Manage costs to reflect variable trading conditions. | $24.00 (978-1-74160-840-3) |
| **Learner Guide: SIRXLS406 Manage sales and service delivery**        | This printed learner guide covers the unit of competency, *SIRXLS406 Manage sales and service delivery*, which is part of the SIR07 V3 Retail Services Training Package. The learner resource has been designed to assist the learner to develop the skills and knowledge required to manage sales and service delivery. This resource covers the following elements:  
  - Monitor, maintain and improve sales and service delivery  
  - Negotiate supply of goods  
  - Establish customer requirements  
  - Provide productive work environment  
This unit is an elective unit for *SIR40212 Certificate IV in Retail Management and SIR50112 Diploma of Retail Management* qualifications. | $24.00 (978-1-74160-729-1) |
<p>| <strong>Learner Guide: SIRXWHS101 Apply safe work practices</strong>               | This printed learner guide covers the unit of competency, <em>SIRXWHS101 Apply safe work practices</em>, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge to apply safe work practices. The learner will develop the knowledge and skills to maintain a safe work environment for staff, customers and others, including WHS. This resource covers the following elements: | $18.00 (978-1-74160-703-1) |</p>
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<td>- Apply basic safety procedures</td>
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<td>- Apply basic emergency procedures</td>
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<td>This unit is a core unit for <strong>SIR10112 Certificate I in Retail Services, SIR20312 Certificate II in Retail Fast Food, SIR30212 Certificate III in Retail Operations and SIR30412 Certificate III in Business to Business Sales</strong> qualifications.</td>
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<td>Learner Guide: SIRXWHS302 Maintain store safety</td>
<td>This printed learner guide covers the unit of competency, <strong>SIRXWHS302 Maintain store safety</strong>, which is part of the SIR07 V3 Retail Services Training Package. This learner resource has been designed to assist the learner to develop the skills and knowledge required to maintain store safety in a retail store environment. This resource covers the following elements:</td>
<td>$20.00 (978-1-74160-679-9)</td>
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<td>- Inform team members about WHS matters</td>
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<td>- Involve team members in WHS matters</td>
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<td>- Monitor and maintain a safe work environment</td>
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<td>- Identify need for WHS training</td>
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<td>- Maintain WHS records</td>
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<td>This unit is a core unit for <strong>SIR20307 Certificate III in Retail</strong> and <strong>SIR30312 Certificate III in Retail Supervision</strong> qualifications and an elective unit for <strong>SIR30412 Certificate IV in Retail Management</strong> qualification.</td>
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