

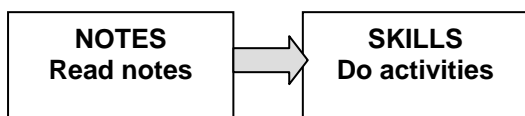
skills NOW - publications September 2009

skills NOW book formats

skills NOW packages are available in two formats.

1. The new 5 Steps format as described above. Product numbers are prefixed “5S”
2. The Notes & Skills format. These are primarily sold as kits with a “K” prefix.

This is the current two book format – trainees read notes for each unit then use Skills workbook to perform the practical learning activities. Depending upon Certificate and package chosen, two or four books will be needed for each certificate.



Both formats cover the same content – the difference is that the 5 Steps splits the learning activities into two – Tasks and Learning Activities. The latter format has the advantage in that it better tests unit comprehension and enables trainees to use their own experiences to better relate to retailing.

Both formats will remain available until at least 2010 when a decision will be made as to whether to continue with both – check www.skillsnow.com.au for updates.

skills NOW book specifications – all titles

All titles

A4 pages

Plastic & cardboard covers

Coil binding

Notes, ideas and 5 Steps books printed double sided

Skills or activities books printed single sided for more space for trainee notes

skills NOW 5 Step publications

SIR20207 Certificate II in Retail

5S201 Retail Certificate II - Core units

Code	Unit	C/E
SN01	Retail fundamentals	*
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXICT001A	Operate retail technology	C
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXINV001A	Perform stock control procedures	C
SIRXRSK001A	Minimise theft	C
SN02	What makes a successful retailer	*

*Supplementary units to provide practical retail context.

5SE202 Retail Certificate II - Elective units - General retail

SIRXSLS001A	Sell products and services	E
SIRXSLS002A	Advise on products & services	E
BSBSLS301A	Develop product knowledge	E
SIRRRPK014A	Recommend specialised products & services	E
SIRXMER001A	Merchandise products	E
SIRXMER005A	Create a display	E
SIRXINV002A	Maintain and order stock	E
SIRXFIN001A	Balance a point of sale terminal	E
SIRXSLS001A	Sell products and services	E
SIRXSLS002A	Advise on products & services	E
BSBSLS301A	Develop product knowledge	E

5SE203 Retail Certificate II - Elective units - Fast food

SIRRFSA001A	Apply food safety practices	E
SIRXMER001A	Merchandise food products	E
SIRRMER003A	Prepare & display fast food items	E
SIRRRPK013A	Advise on fast foods products	E
SIRXFIN001A	Balance point of sale terminal	E

5SE204 Retail Certificate II - Elective units - Bakery

SIRRFSA001A	Apply food safety practices	E
SIRXMER001A	Merchandise food products	E
SIRRMER004A	Prepare & display bakery items	E
SIRRRPK004A	Advise on bakery products	E
SIRXFIN001A	Balance point of sale terminal	E

SIR30207 Retail Certificate III

5SC301 SIR30207 Retail Certificate III - Core units

Suitable for trainees whether employed in retail or not, or wishing to do Cert IV

Code	Unit	C/E
SIRXSLS004A	Build relationships with customers	C
SIRXCCS003A	Coordinate interaction with customers	C
SIRXOHS002A	Maintain store safety	C
SIRXRSK002A	Maintain store security	C
	Glossary of Retail Terms	
	4 units (3 required)	

5SE302 SIR30207 Retail Certificate III - Elective units

Suitable for trainees whether employed in retail or not, or wishing to do Cert IV

Code	Unit	C/E
BSBCMN302A	Organise personal work priorities	E
BSBCMN304A	Contribute to personal skill development	E
SIRXMGT001A	Coordinate work teams	E
SIRXSL003A	Coordinate sales performance	E
SIRXMPR008A	Implement advertising & promotion activities	E
SIRRRPK014A	Recommend specialised products & services	E
SIRXMER002A	Coordinate merchandise presentation	E
SIRXQUA001A	Develop innovative ideas at work	E
	8 units (7 required)	

skills NOW publications – Notes & skills format

SIR20207 Certificate II in Retail

KR2V02 SIR20207 Certificate II in Retail Version 2 (V02)

Revised 2009 version - the best value, easiest to use pack

Suitable for all trainees, particularly those not employed in retail such as JSA participants

15 core & elective units in just two books - low cost format

Code	Unit	C/E
SN001A	Retail fundamentals*	
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXIND001A	Sell products and services	E
SIRXSLS002A	Advise on products and services	E
BSBSLS301A	Develop product knowledge	E
SIRXMER001A	Merchandise products	E
SIRXMER005A	Create a display	E
SIRXICT001A	Operate retail technology	C
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXFIN001A	Balance a point of sale terminal	E
SIRXINV001A	Perform stock control procedures	C
SIRXSLS001A	Minimise theft	C
SN002A	What makes a successful retailer?*	
	9 core, 6 elective (14 required)	

*Supplementary units to provide practical retail context.

Core & Elective books

These books consist of separate books for core and electives - to complete the certificate 4 books are required.

KR2C SIR20207 Retail Certificate II - Core units

Suitable for trainees whether employed in retail or not, or wishing to do Cert III

Code	Unit	C/E
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXICT001A	Operate retail technology	C
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXINV001A	Perform stock control procedures	C
SIRXRSK001A	Minimise theft	C
	9 units (9 required)	

KR2E SIR20207 Retail Certificate II - Elective units

Suitable for trainees whether employed in retail or not, or wishing to do Cert III

SIRXMER001A	Merchandise products	E
SIRXMER005A	Create a display	E
SIRXINV002A	Maintain and order stock	E
SIRXSLS001A	Sell products and services	E
SIRXSLS002A	Advise on products & services	E
BSBSLS301A	Develop product knowledge	E
SIRRFSA001A	Apply food safety practices	E
	7 units (5 required)	

One day courses – PPPs - Lesson formats

Suitable for trainees doing short courses

Code	Unit
LK01	Working in retail*
SIRXIND001A	Work effectively in retail
SIRXOHS001A	Apply safe working practices
SIRXCOM001A	Communicate in workplace
SIRXCCS002A	Interact with customers
SIRRFSA001A	Apply safe food practices
SIRXICT001A	Operate retail technology
SIRXMER005A	Create a display
SIRXRSK001A	Minimise theft
SIRXSLS001A	Sell products & services

*not an SIR07 unit

SIR30207 Retail Certificate III

KR3C SIR30207 Retail Certificate III - Core units

Suitable for trainees whether employed in retail or not, or wishing to do Cert IV

Code	Unit	C/E
SIRXSLS004A	Build relationships with customers	C
SIRXCCS003A	Coordinate interaction with customers	C
SIRXOHS002A	Maintain store safety	C
SIRXRSK002A	Maintain store security	C
	4 units (3 required)	

KR3E SIR30207 Retail Certificate III - Elective units

Suitable for trainees whether employed in retail or not, or wishing to do Cert IV

Code	Unit	C/E
BSBCMN302A	Organise personal work priorities	E
BSBCMN304A	Contribute to personal skill development	E
SIRXMGT001A	Coordinate work teams	E
SIRXSL003A	Coordinate sales performance	E
SIRXMPR008A	Implement advertising & promotion activities	E
SIRRRPK014A	Recommend specialised products & services	E
SIRXMER002A	Coordinate merchandise presentation	E
SIRXQUA001A	Develop innovative ideas at work	E
	8 units (7 required)	

SIR40207 Retail Certificate IV

KR4CE SIR40207 Retail Certificate IV - Core & electives

Suitable for trainees whether employed in retail or not, or wishing to do Diploma

Code	Unit	C/E
SIRXMG003A	Lead and manage people	C
SIRXMER004A	Manage merchandise and store presentation	C
SIRXOHS003A	Provide a safe working environment	C
SIRXMPR001A	Profile a retail market	E
SIRXINV004A	Buy merchandise	E
SIRXINV007A	Plan inventory levels	E
SIRXFIN004A	Manage financial resources	E
BSBSBM404B	Undertake business planning	E
SIRXSLS005A	Manage sales and service delivery	E
SIRXCCM002A	Manage store facilities	E
	10 units (10 required)	
	Glossary of Retail Terms	

SIR07 Community Pharmacy Certificate II

Whilst primarily for trainees employed pharmacy, they can also be used by others.

#1 is in the Notes and Skills books formats - 2 books

#2 consists of many smaller units - one combined book - 3 books in all

KCP2CE Certificate II CP - Retail Units Core & Electives

These are principally the same as the retail Cert. II units modified for pharmacy

Code	Unit	C/E
CP01	Introduction to pharmacy	
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXIND001A	Sell products and services	C
SIRXMER001A	Merchandise products	C
SIRXICT001A	Operate retail technology	E
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXFIN001A	Balance a point of sale terminal	E
SIRXINV001A	Perform stock control procedures	C
SIRXSLS001A	Minimise theft	C
	10 core 2 Elective	

KCP2PCE Certificate II CP – Pharmacy Units Core & Electives

These are pharmacy only units including many in store activities.

Code	Unit	C/E
SIRPDIS001A	Accept prescriptions & deliver medicine	C
SIRPPKS001A	Support sale of pharmacy medicines	C
SIRPPKS002A	Identify, locate & sell allergy relief	C
SIRPPKS003A	Identify, locate & sell analgesics	C
SIRPPKS005A	Identify, locate & sell cough & cold	C
SIRPPKS006A	Identify, locate & sell eye, ear & oral	C
SIRPPKS007A	Identify, locate & sell gastro intestinal	C
SIRPPKS008A	Identify, locate & sell first aid & wound care	C
SIRPPKS009A	Identify, locate & sell skin & fungal	C
SIRPPKS004A	Identify, locate & sell baby & infant	E
	9 core 1 Elective	

skills NOW Retail Resource Banks

All of the above units are available as a “Retail Resource Bank” for each level eg for Certificate II there are 22 units currently available in PDF format. Larger TAFEs and RTOs can select the units which they require and print them under a licensing agreement. Significantly lower prices apply as skills NOW does not incur the printing costs.

As there are several sales volume, security and charging issues involved, please contact peter@skillsnow.com.au or call 0412 944 908 to discuss.

skills NOW price list

September 1st 2009

Trading terms

Place orders by kit

Stock dispatched within 5 working days

Service fee covers freight within Australia - up to 3 kits \$10, additional kits \$4 each.

Payment terms 15 days from date of invoice or by PayPal

All prices include GST

SIR20207 Certificate II in Retail

Kit no.	Title	Books per kit	SIR07 Units	Price per kit
skills NOW – 5 step format				
5SC201	Retail Certificate II Core Units	1	9	\$45.00
5SE202	Retail Certificate II - Elective – General retail	1	8	\$35.00
5SE203	Retail Certificate II - Elective - Fast food	1	5	\$25.00
5SE204	Retail Certificate II - Elective - Bakery	1	5	\$25.00
K5SCE201	Retail Certificate II Core & Elect. Retail	2	17	\$80.00
K5SCE202	Retail Certificate II - Core & Elect Fast food	2	14	\$70.00
K5SCE203	Retail Certificate II - Core & Elect Bakery	2	14	\$70.00

Core & Elective books

KR2V02	Retail Certificate II Core & electives (C & Es – 2 books)	2	15	\$75.00
KR2C	Retail Certificate II Core units	2	9	\$43.00
KR2E	Retail Certificate II Elective units	2	7	\$45.00
KR2CE	Retail Certificate II Core & electives	4		\$88.00

SIR30207 Retail Certificate III

skills NOW – 5 step format

5SC301	Retail Certificate III Core Units	1	4	\$35.00
5SE302	Retail Certificate III Elective units	1	8	\$35.00
K5SCE301	Retail Certificate III Core & Elective	2	12	\$35.00

Core & Elective books

KR3C	Retail Certificate III - Core units	2	4	\$43.00
KR3E	Retail Certificate III - Elective units	2	8	\$45.00
KR3CE	Retail Certificate III - Core & Elective	4	12	\$88.00

SIR40207 Retail Certificate IV

KR4CE	Retail Certificate IV - Core & Elective	2	10	\$78.00
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SIR07 Community Pharmacy Certificate II

KCP2RCE	Retail Units Core & Electives	2	12	\$55.00
KCP2PCE	Pharmacy Units Core & Electives	1	10	\$25.00
KCP2PCE	Comm. Pharmacy II Core & Electives	3	22	\$80.00

One day courses – PPPs - Lesson formats

Minimum order 10 copies per title - service fee \$1 per copy - trainer copies available.

LK01	Working in retail*	1		\$5.00
SIRXIND001A	Work effectively in retail	1		\$5.00
SIRXOHS001A	Apply safe working practices	1		\$5.00
SIRXCOM001A	Communicate in workplace	1		\$5.00
SIRXCCS002A	Interact with customers	1		\$5.00
SIRRFSA001A	Apply safe food practices	1		\$5.00
SIRXICT001A	Operate retail technology	1		\$5.00
SIRXMER005A	Create a display	1		\$5.00
SIRXRSK001A	Minimise theft	1		\$5.00
SIRXSLS001A	Sell products & services	1		\$5.00

*not an SIR07 unit

skills NOW**ORDER FORM****September 2009****Your details**

Business Name:	Order no: Deliver by:
Deliver to:	Contact details:

Fax to 03 5254 3129

or send to

orders@skillsnow.com.au

SIR20207 Certificate II in Retail

Kit no.	Title	Books per kit	No. Kits Ordered	Price per kit
skills NOW – 5 step format				
5SC201	Retail Certificate II Core Units	1		\$45.00
5SE202	Retail Certificate II - Elective – General retail	1		\$35.00
5SE203	Retail Certificate II - Elective - Fast food	1		\$25.00
5SE204	Retail Certificate II - Elective - Bakery	1		\$25.00
K5SCE201	Retail Certificate II Core & Elect. Retail	2		\$80.00
K5SCE202	Retail Certificate II - Core & Elect Fast food	2		\$70.00
K5SCE203	Retail Certificate II - Core & Elect Bakery	2		\$70.00
Core & Elective books				
KR2V02	Retail Certificate II Core & electives (C & Es – 2 books)	2		\$75.00
KR2C	Retail Certificate II Core units	2		\$43.00
KR2C	Retail Certificate II Elective units	2		\$45.00
KR2CE	Retail Certificate II Core & electives	4		\$88.00

SIR30207 Retail Certificate III

skills NOW – 5 step format

5SC301	Retail Certificate III Core Units	1		\$35.00
5SE302	Retail Certificate III Elective units	1		\$35.00
K5SCE301	Retail Certificate III Core & Elective	2		\$35.00

Core & Elective books

KR3C	Retail Certificate III - Core units	2		\$43.00
KR3E	Retail Certificate III - Elective units	2		\$45.00
KR3CE	Retail Certificate III - Core & Elective	4		\$88.00

SIR40207 Retail Certificate IV

KR4CE	Retail Certificate IV - Core & Elective	2		\$78.00
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SIR07 Community Pharmacy Certificate II

KCP2RCE	Retail Units Core & Electives	2		\$55.00
KCP2PCE	Pharmacy Units Core & Electives	1		\$25.00
KCP2PCE	Comm. Pharmacy II Core & Electives	3		\$80.00

One day courses – PPPs - Lesson formats

Minimum order 10 copies per title - service fee \$1 per copy - trainer copies available.				
		Trainer copies	Trainee copies	
SIRXIND001A	Work effectively in retail			\$5.00
SIRXOHS001A	Apply safe working practices			\$5.00
SIRXCOM001A	Communicate in workplace			\$5.00
SIRXCCS002A	Interact with customers			\$5.00
SIRRFSA001A	Apply safe food practices			\$5.00
SIRXICT001A	Operate retail technology			\$5.00
SIRXMER005A	Create a display			\$5.00
SIRXRSK001A	Minimise theft			\$5.00
SIRXSLS001A	Sell products & services			\$5.00