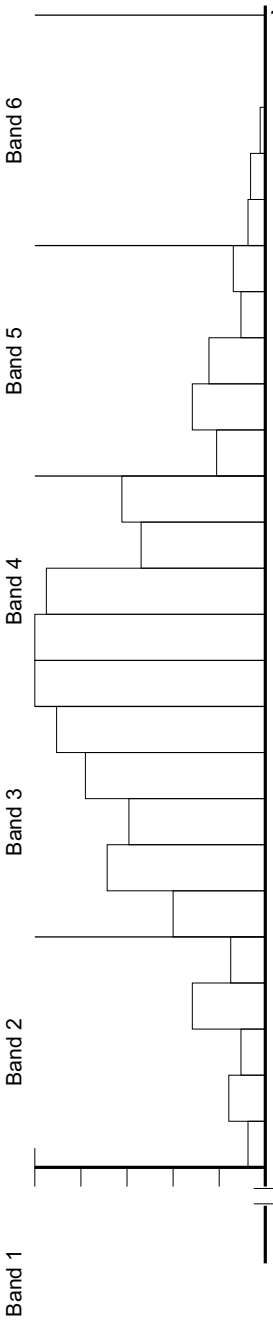
2025 Course Report

Retail Services Examination

State Distribution | **The typical examination performance in this band:**



100 – Demonstrates extensive knowledge and understanding of the HSC mandatory focus areas including Customer Service, Safety, Sales and security and Working in the industry. Demonstrates extensive knowledge and understanding of one HSC stream focus area - General selling or Food selling or Community pharmacy. Communicates in a coherent, succinct and logical manner. Uses industry terminology accurately and appropriately. Supports responses with relevant workplace examples.

90 – Demonstrates thorough knowledge and understanding of the HSC mandatory focus areas including Customer Service, Safety, Sales and security and Working in the industry. Demonstrates thorough knowledge and understanding of one HSC stream focus area - General selling or Food selling or Community pharmacy. Communicates in an effective and organised manner. Uses industry terminology appropriately. Supports responses with workplace examples.

80 – Demonstrates sound knowledge and understanding of the HSC mandatory focus areas including Customer Service, Safety, Sales and security and Working in the industry. Demonstrates sound knowledge and understanding of one HSC stream focus area - General selling or Food selling or Community pharmacy. Communicates in an organised manner. Uses some industry terminology appropriately. Includes some workplace examples in responses.

70 – Demonstrates basic knowledge and understanding of the HSC mandatory focus areas including Customer Service, Safety, Sales and security and Working in the industry. Demonstrates basic knowledge and understanding of one HSC stream focus area - General selling or Food selling or Community pharmacy. Communicates in a basic manner. Uses some industry terminology.

60 – Demonstrates elementary knowledge and understanding of the HSC mandatory focus areas including Customer Service, Safety, Sales and security and Working in the industry. Demonstrates elementary knowledge and understanding of one HSC stream focus area - General selling or Food selling or Community pharmacy. Uses generalisations and non-industry specific terminology.

50 – Performance reported as Band 1 indicates that the minimum standard expected was not demonstrated.

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The candidature of this course was 909.