



Australian Government

SIR10116 Certificate I in Retail Services

Release: 1

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Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge.

This qualification provides a pathway to work in a variety of industry sectors and business contexts.

Individuals with this qualification are able to perform roles such as frontline team member.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

5 units must be completed:

- 3 core units
- 2 elective units, consisting of:
 - 1 unit from the list below
 - 1 unit from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

SIRXIND001 Work effectively in a service environment

SIRXWHS001 Work safely

Elective units

Technology

FSKDIG02 Use digital technology for simple workplace tasks

Working in Industry

SIRXIND003 Organise personal work requirements

SIRXIND004 Plan a career in the retail industry

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>