Australian Government
Department of Education, Employment and Workplace Relations

SIR10112 Certificate I in Retail Services

Release: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIR10112 Certificate I in Retail Services

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates.
First Release	SIR10112 replaces, and is equivalent to S[...] the qualification remains unchanged. The total number of units required comple[...] remains at 5 units. A more flexible packaging approach has b[...] core units and the selection of 2 elective u[...]

Description

This qualification provides the skills and knowledge for an individual to commence work in the retail industry.

Job roles

Individuals with this qualification are able to perform roles, such as:

- provide customer service in a retail store
- organise and maintain work areas.

Possible job titles

- customer service assistant
- point-of-sale operator

Pathways Information

The qualification is suitable for a VET in Schools (VETiS) pathway and is designed for pre-vocational use. It is not suitable for an Australian Apprenticeship pathway.

Pathways into the qualification
Individuals may undertake the qualification with little or no experience in the industry.

Pathways from the qualification
After achieving SIR10112 Certificate I in Retail Services, individuals may undertake:

- SIR20212 Certificate II in Retail Services
- SIR20312 Certificate II in Retail Fast Food.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this described here are broad industry requirements that may vary depending on qualification packaging options. Due to the high proportion of electives required by this qualification, the industry/enterprise requirements des representative of the business-to-business industry in general and may not reflect specific job roles. Learning qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	▸ use questioning and active listening to determine and respond to positive retail experience that reflects store values ▸ carry out verbal instructions from other team members and super ▸ read and interpret simple workplace documents ▸ complete simple written workplace forms and share work-relate
Teamwork	▸ work collaboratively with team members, supporting the team, r and giving and receiving feedback in the context of a retail cust are expected to perform their individual tasks but also look for o
Problem-solving	▸ demonstrate sensitivity to customer needs and concerns ▸ anticipate problems and act to avoid them where possible ▸ solve problems in the context of a team structure where, after cl recognition of risk may be referred to another team member or a policy and procedures
Initiative and enterprise	▸ adapt to new situations, including changing workplace procedur
Planning and organising	▸ plan and carry out simple retail tasks to timelines and priorities t
Self-management	▸ understand and follow store policies regarding work availability, ▸ work within the store culture by practising inclusive behaviour ▸ manage personal presentation, hygiene and time ▸ prioritise and complete delegated tasks under instruction
Learning	▸ identify personal strengths and weaknesses in the context of the learn best ▸ accept opportunities to learn new ways of doing things and impl context of store procedures
Technology	▸ select and use a range of retail technology, such as point-of-sale and store procedures ▸ recognise and report faulty equipment and follow store workplac

Packaging Rules

5 units must be completed:

- 3 core units
- 2 elective units:
    - a minimum of 1 unit must be selected from the elective unit list below
    - 1 unit may be selected from any relevant Training Package or accredited course first packaged at AQF level 1 or 2.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

Core units	
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXWHS101	Apply safe work practices
Elective units	
Client and Customer Service	
SIRXCLM101	Organise and maintain work areas
Computer Operations and ICT Management	
SIRXICT001A	Operate retail technology
Working in Industry	
SIRXIND102	Plan a career in the retail industry