# SIR20216 Certificate II in Retail Services

**Release 2**

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## Modification History

| Release | Comments |
|---|---|
| Release 2 | This version was released in SIR Retail Services Training Package Release 4.0 |
| | Electives updated to include online and social media unit. |
| Release 1 | Initial release. |

## Qualification Description

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

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

12 units must be completed:

* 7 core units
* 5 elective units, consisting of:
    * 3 units from the list below
    * 2 units 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**

SIRXCEG001    Engage the customer

SIRXCOM001   Communicate in the workplace to support team and customer outcomes

SIRXIND001    Work effectively in a service environment

SIRXIND003    Organise personal work requirements

SIRXPDK001    Advise on products and services

SIRXRSK001    Identify and respond to security risks

SIRXWHS002   Contribute to workplace health and safety

**Elective units**

**Food Safety**

SIRRFSA001    Handle food safely in a retail environment

**Inventory**

SIRRINV001    Receive and handle retail stock

**Merchandising**

SIRRMER001    Produce visual merchandise displays

SIRRMER002    Merchandise food products

**Online and Social Media**

SIRXOSM001   Identify and review social media and online platforms for organisational use

**Product Knowledge**

SIRXPDK002    Advise on food products and services

**Sales**

SIRXSLS002    Follow point-of-sale procedures

**Technology**

BSBWOR204    Use business technology

**Working in Industry**

FSKLRG09     Use strategies to respond to routine workplace problems

SIRXIND002    Organise and maintain the store environment

SIRXIND004    Plan a career in the retail industry

## Qualification Mapping Information

No equivalent qualification.

## Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699
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