



Australian Government

SIR20216 Certificate II in Retail Services

Release 3

SIR20216 Certificate II in Retail Services

Modification History

Release	Comments
Release 3	This version was released in SIR Retail Services Training Package Release 5.0 Electives updated to include Manage disrespectful, aggressive or abusive customers
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

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>