



Australian Government

Department of Education, Employment and Workplace Relations

SIR10107 Certificate I in Retail Services

Revision Number: 1

SIR10107 Certificate I in Retail Services

Modification History

Not applicable.

Description

This qualification provides the foundation skills and knowledge for an individual to be competent in routine tasks in various retail settings. Individuals may work in a team but always under direct supervision.

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

Work could be undertaken in a variety of retail store settings.

This qualification is not suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements

There are no prerequisites for entry to this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIR10107 Certificate I in Retail Services

The following table contains a summary of the employability skills required by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability skill | Industry/enterprise requirements for this qualification include: |
|----------------------------------|--|
| Communication | Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values. Regularly carry out verbal instructions from other team members and supervisors. Read and interpret simple workplace documents, complete simple written workplace forms and share work related information with other team members. |
| Teamwork | Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others. |
| Problem solving | Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. Solve problems in the context of a team structure where after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending upon store policy and procedures. |
| Initiative and enterprise | Act under direction at all times. |
| Planning and organising | Plan and carry out simple retail tasks to timelines and priorities that are set by a supervisor. |
| Self-management | Understand and follow store policies regarding work availability, rosters and work duties. Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and |

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|----------------------------|---|
| Employability skill | Industry/enterprise requirements for this qualification include: |
| | the ability to efficiently prioritise and complete delegated tasks under instruction. |
| Learning | Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work. Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of store procedures. |
| Technology | Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures. Recognise and report faulty equipment and follow store occupational health and safety procedures. |

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate I in Retail Services the following 5 units must be completed:

- all 5 core units
- there are no elective units

CORE UNITS

| | |
|-------------|--|
| SIRXCLM001A | Organise and maintain work areas |
| SIRXCOM001A | Communicate in the workplace |
| SIRXICT001A | Operate retail technology |
| SIRXIND001A | Work effectively in a retail environment |
| SIRXOHS001A | Apply safe working practices |