



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIR20307 Certificate II in Wholesale**

**Revision Number: 1**

## **SIR20307 Certificate II in Wholesale**

### **Modification History**

Not applicable.

### **Description**

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic wholesale operational knowledge and limited practical skills in a defined context. Work would be undertaken in various wholesale supplier settings, such as trade, building, furniture and equipment suppliers. Individuals may work with some autonomy or in a team but usually under close supervision

This qualification is suitable for an Australian Apprenticeship pathway.

#### **Job roles**

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

- providing face-to-face and telephone product and service advice in a wholesale setting
- selling products and services in variety of wholesale settings
- use computers as part of business and e-commerce processes
- processing purchases
- picking and processing orders.

Possible job titles include:

- sales counter assistant
- telephone salesperson
- customer service officer.
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### **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

#### SIR20307 Certificate II in Wholesale

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

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values. Regularly carry out verbal instructions from other team members and supervisors. Read and interpreting simple workplace documents, complete simple written workplace forms and share work related information with other team members.
<b>Teamwork</b>	Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
<b>Problem solving</b>	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 business policy and procedures.
<b>Initiative and enterprise</b>	Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role. Positively accept and adapt to changes in procedures or arrangements at the business level. Take positive action to report hazards or risk situations to supervisors.
<b>Planning and organising</b>	Understand how one's personal job role fits into the context of the wider business values and directions. Plan daily work

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	tasks and priorities within the context of the job role to achieve outcomes within set timelines. Plan tasks to work safely and manage risk according to business procedures.
<b>Self-management</b>	Understand and follow business policies regarding work availability, rosters and work duties. Work within the business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction
<b>Learning</b>	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 business procedures.
<b>Technology</b>	Use computers and/or select and use a range of other wholesale technology; in the context of available equipment and business procedures. Recognise and report faulty equipment and follow business occupational health and safety procedures.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the wholesale industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate II in Wholesale, 14 units must be completed:

- all 10 core units
- 4 elective units:

A minimum of 2 elective units must be selected from the General Elective Units listed below.

A maximum of 2 elective units may be selected from another endorsed Training Package or accredited course. These must be units which are packaged within a Certificate II or III qualification in the parent Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

**CORE UNITS**

SIRWIND001A	Confirm wholesale business practices
SIRWSLS001A	Sell products and services to business customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXGLC003A	Comply with legislative requirements affecting business activities
SIRXICT002A	Use computers as part of business and e-commerce processes
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXPRO008A	Access product and service performance data

**GENERAL ELECTIVE UNITS****Client and Customer Service**

SIRXCCS002A	Interact with customers
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**Goods Handling**

TDTA1197B	Package goods
TDTA2197B	Despatch stock
TDTA1297B	Pick and process orders
TDTD197B	Shift materials safely using manual handling methods
TDTD1097B	Operate a forklift
TDTD1397B	Move materials mechanically using automated equipment

**Computer Operations and ICT Management**

ICTCC121A	Use enterprise information systems
ICTCC241A	Process sales

**Finance**

SIRWFIN001A	Complete debtor processes
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**Inventory**

SIRWINV001A	Process purchases
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**Merchandising**

SIRXMER001A	Merchandise products
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**Marketing and Public Relations**

SIRXMPR002A	Provide marketing and promotion program support
SIRXMPR003A	Conduct telemarketing

**Risk Management and Security**

SIRXRSK001A

Minimise theft