



Australian Government

Department of Education, Employment and Workplace Relations

SIR20312 Certificate II in Retail Fast Food

Release: 1

SIR20312 Certificate II in Retail Fast Food

Modification History

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

Release	Comments
First Release	<p>SIR20312 is a new qualification and has been developed to reflect the role of the Retail Fast Food environment.</p> <p>The total number of units required complete this qualification is 14 units.</p> <p>The number of core units - 6</p> <p>The number of elective units - 8</p>

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Job roles

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

- provide food product and service advice in a retail fast food outlet
- sell food products and services in a variety of retail fast food settings
- work as a register operator
- prepare and sell food items
- store, rotate and replenish stock
- check stock and replenish shelves
- organise and maintain work areas and displays
- maintain hygienic work areas.
-

Possible job titles

- food sales assistant
- customer service food assistant
- crew member

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and is also appropriate for VET in Schools (VETiS) delivery.

Pathways into the qualification

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

Pathways from the qualification

After achieving SIR20312 Certificate II in Retail Fast Food, individuals may undertake:

- SIR30212 Certificate III in Retail Operations
- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales.

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 qualification. The employability skills facets 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 described above for each employability skill are representative of the business-to-business 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.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> ▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values ▶ persuade customers to purchase goods by communicating their features and benefits ▶ regularly carry out verbal instructions from other team members and supervisors ▶ read and interpret workplace documents, complete written workplace forms and share work-related information with other team members
Teamwork	<ul style="list-style-type: none"> ▶ 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	<ul style="list-style-type: none"> ▶ 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 on store policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> ▶ 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 store level ▶ take positive action to report hazards or risk situations to supervisors
Planning and organising	<ul style="list-style-type: none"> ▶ understand how a personal job role fits into the context of the wider business values and directions ▶ plan daily work tasks and priorities in the context of the job role to achieve outcomes within set timelines ▶ plan tasks to work safely and manage risk according to store

	procedures
Self-management	<ul style="list-style-type: none">▶ understand and follow store policies regarding work availability, rosters and work duties▶ work within the store culture by practising inclusive behaviour▶ manage personal presentation, hygiene and time▶ prioritise and complete delegated tasks under instruction
Learning	<ul style="list-style-type: none">▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best▶ accept opportunities to learn new ways of doing things and implement changes under instruction in the context of store procedures
Technology	<ul style="list-style-type: none">▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures▶ recognise and report faulty equipment and follow workplace health and safety procedures

Packaging Rules

14 units must be completed:

- 6 core units
- 8 elective units:
 - a minimum of 5 units must be selected from the elective unit list below
 - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 1, 2 or 3.

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	
SIRRFSA001A	Apply retail food safety practices
SIRRRPK001A	Advise on food products and services
SIRXCCS202	Interact with customers
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	
Cleaning and Maintenance	
SIRXCLM101	Organise and maintain work areas
Finance	
SIRXFIN201	Balance and secure point-of-sale terminal
Inventory	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
Merchandising	

SIRRMER001A	Merchandise food products
SIRRMER003A	Prepare and display fast food items
SIRXMER202	Plan, create and maintain displays
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Product Knowledge	
SIRRRPK003A	Advise on fast food products
Sales	
SIRXSLS002A	Advise on products and services
SIRXSLS201	Sell products and services
Working in Industry	
SIRXIND102	Plan a career in the retail industry