



Australian Government

Department of Education, Employment and Workplace Relations

SIR20207 Certificate II in Retail

Revision Number: 1

SIR20207 Certificate II in Retail

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 retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

Individuals may work with some autonomy or in a team but usually under close supervision

This qualification is suitable for an Australian Apprenticeship pathway.

Delivery of the Certificate II in Retail would be appropriate for VET in Schools delivery.

Job roles

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

- providing product and service advice in a retail store
- selling products and services in variety of retail settings
- operating a checkout area
- preparing and selling fast food items
- store, rotate and replenish food stock
- checking stock and replenishing retail shelves
- organising and maintaining work areas and displays.

Possible job titles include:

- sales assistant
- customer service representative
- crew member
- checkout operator.
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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

SIR20207 Certificate II in Retail

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. 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	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	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	Understand how a personal job role fits into the context of

Employability skill	Industry/enterprise requirements for this qualification include:
	the wider business values and directions. Plan daily work 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 store procedures.
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 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.

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 Retail 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 Retail, 14 units must be completed:

- all 9 core units
- 3 units from either Elective Units Group A - General Selling or Elective Units Group B - General Food Selling.
- 2 elective units:

A maximum of 2 elective units may 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

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft

ELECTIVE UNITS GROUP A: GENERAL SELLING STREAM**Sales**

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Merchandising

SIRXMER001A	Merchandise products
SIRXMER005A	Create a display

Finance

SIRXFIN001A Balance point-of-sale terminal

Retail Post

SIRRPOS001A Process postal outlet transactions

ELECTIVE UNITS GROUP B: GENERAL FOOD SELLING STREAM**Food Safety**

SIRRFSA001A Apply retail food safety practices

Merchandising

SFIDIST202B Retail fresh, frozen and live seafood

SIRRMER001A Merchandise food products

SIRRMER002A Pack and display meat products

SIRRMER003A Prepare and display fast food items

SIRRMER004A Prepare and display bakery products

Product Knowledge

SIRRRPK001A Advise on food products and services

SIRRRPK002A Advise on meat products

SIRRRPK003A Advise on fast food products

SIRRRPK004A Advise on bakery products

SIRRRPK005A Advise on seafood products

GENERAL ELECTIVE UNITS	
Administration	
BSBINM202A	Handle mail
SIRXADM001A	Apply retail office procedures
SIRXADM002A	Coordinate retail office
Computer Operations and ICT Management	
BSBWOR204A	Use business technology
SIRXICT002A	Use computers as part of business and e-commerce processes
Finance	
SIRXFIN001A	Balance point-of-sale terminal
SIRXFIN002A	Perform retail finance duties
Food Safety	
SIRRFSA001A	Apply retail food safety practices
Goods Handling	
TDTA1197B	Package goods
TDTA2197B	Despatch stock
TDTD197B	Shift materials safely using manual handling methods

Inventory

SIRXINV002A Maintain and order stock

Merchandising

SFIDIST202B Retail fresh, frozen and live seafood

SIRRMER001A Merchandise food products

SIRRMER002A Pack and display meat products

SIRRMER003A Prepare and display fast food items

SIRRMER004A Prepare and display bakery products

SIRXMER001A Merchandise products

SIRXMER005A Create a display

Marketing and Public Relations

SIRXMPR002A Provide marketing and promotion program support

SIRXMPR003A Conduct telemarketing

Occupational Health and Safety

SITXOHS002A Follow workplace hygiene procedures

GENERAL ELECTIVE UNITS (CONTINUED)**Product Knowledge**

BSBPRO401A	Develop product knowledge
SIRRRPK001A	Advise on food products and services
SIRRRPK002A	Advise on meat products
SIRRRPK003A	Advise on fast food products
SIRRRPK004A	Advise on bakery products
SIRRRPK005A	Advise on seafood products
SIRRRPK006A	Recommend liquor products
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRRRPK014A	Recommend specialised products and services

Retail Food

SITHCCC001A	Organise and prepare food
SITHCCC003A	Receive and store kitchen supplies
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010B	Prepare and serve non-alcoholic beverages
SITHFAB012A	Prepare and serve espresso coffee

Retail Post

SIRRPOS001A	Process postal outlet transactions
SIRRPOS002A	Handle mail received in a retail environment
SIRRPOS003A	Deliver mail in a retail environment

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services