



**Australian Government**

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

# **SIR20212 Certificate II in Retail Services**

**Release: 2**

## SIR20212 Certificate II in Retail Services

### 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	SIR20212 replaces, and is equivalent to S the qualification remains unchanged. The total number of units required comple remains at 14 units. The number of core units has decreased fr The number of elective units has increased

### 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 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 product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

#### Possible job titles

- sales assistant
- customer service assistant

## **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 SIR20212 Certificate II in Retail Services, 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 requirements 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 are representative of the business-to-business industry in general and may not reflect specific job roles. Learning outcomes 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"> <li>▶ use questioning and active listening to determine and respond to customer needs and concerns</li> <li>▶ persuade customers to purchase goods by communicating their features and benefits</li> <li>▶ regularly carry out verbal instructions from other team members</li> <li>▶ read and interpret workplace documents, complete written work orders and communicate relevant information with other team members</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▶ work collaboratively with other team members, supporting the team and sharing views, and giving and receiving feedback in the context of a retail environment</li> <li>▶ employees are expected to perform their individual tasks but also contribute to the team</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>▶ demonstrate sensitivity to customer needs and concerns</li> <li>▶ anticipate problems and act to avoid them where possible</li> <li>▶ solve problems in the context of a team structure where, after clarification, recognition of risk may be referred to another team member or a supervisor</li> <li>▶ follow policy and procedures</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>▶ look for opportunities to do things better and suggest ideas to other team members in the context of the job role</li> <li>▶ positively accept and adapt to changes in procedures or arrangements</li> <li>▶ take positive action to report hazards or risk situations to supervisor</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>▶ understand how a personal job role fits into the context of the work environment</li> <li>▶ plan daily work tasks and priorities in the context of the job role</li> <li>▶ plan tasks to work safely and manage risk according to store procedures</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>▶ understand and follow store policies regarding work availability</li> <li>▶ work within the store culture by practising inclusive behaviour</li> <li>▶ manage personal presentation, hygiene and time</li> <li>▶ prioritise and complete delegated tasks under instruction</li> </ul>
Learning	<ul style="list-style-type: none"> <li>▶ identify personal strengths and weaknesses in the context of the work environment and learn best</li> <li>▶ accept opportunities to learn new ways of doing things and implement them in the context of store procedures</li> </ul>
Technology	<ul style="list-style-type: none"> <li>▶ select and use a range of retail technology, such as point-of-sale systems, and store procedures</li> <li>▶ recognise and report faulty equipment and follow store occupational health and safety procedures</li> </ul>



## Packaging Rules

14 units must be completed:

- 8 core units
- 6 elective units:
  - a minimum of 3 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.

<b>Core units</b>	
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXICT001A	Operate retail technology
SIRXIND101	Work effectively in a customer service environment
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
<b>Elective units</b>	
<b>Administration</b>	
SIRXADM001A	Apply retail office procedures
SIRXADM002A	Coordinate retail office
<b>Client and Customer Service</b>	
SIRXCCS203	Promote loyalty programs
<b>Computer Operations and ICT Management</b>	

SIRXICT002A	Use computers as part of business and e-commerce processes
<b>Finance</b>	
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXFIN002A	Perform retail finance duties
<b>Food Safety</b>	
SIRRFSA001A	Apply retail food safety practices
<b>Inventory</b>	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
<b>Marketing and Public Relations</b>	
SIRXMPR002A	Provide marketing and promotion program
SIRXMPR003A	Conduct telemarketing
<b>Merchandising</b>	
SFIDIST202C	Retail fresh, frozen and live seafood
SIRRMER001A	Merchandise food products*
SIRRMER002A	Pack and display meat products*
SIRRMER004A	Prepare and display bakery products*
SIRXMER201	Merchandise products
SIRXMER202	Plan, create and maintain displays
<b>Product Knowledge</b>	
SIRRRPK002A	Advise on meat products*
SIRRRPK004A	Advise on bakery products*
SIRRRPK005A	Advise on seafood products*
SIRRRPK214	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services

SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
<b>Retail Food</b>	
SITHFAB009A	Provide responsible service of alcohol
<b>Retail Post</b>	
SIRRPOS001A	Process postal outlet transactions
SIRRPOS002A	Handle mail received in a retail environment
SIRRPOS003A	Deliver mail in a retail environment
<b>Sales</b>	
SIRXSLS201	Sell products and services
SIRXSLS002A	Advise on products and services
<b>Working in Industry</b>	
SIRXIND102	Plan a career in the retail industry

\* This unit has a prerequisite unit SIRRFA001A Apply retail food safety practices.