



## SIR20207 - Certificate II in Retail

### COURSE OUTLINE

Who is this program for?

This is an entry level program for those working in the retail sector. It allows for the development of skills that are necessary when working in a retail environment, and provides a foundation of study for more advanced qualifications.

Duration

The duration of the course is 24 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Nil

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

14 Units must be completed. All nine core units are compulsory, and then 5 elective units can be selected. Three electives can be chosen from either Group A – General Selling, or Group B – General Food selling. A maximum of two units can be selected from the general elective units.

Qualification

At the completion of all units of competency, participants will be awarded with a certificate II in Retail (SIR20207).

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Sales assistant, customer service representative, crew member or checkout operator.

Who can I contact for more information?

[traineeships@changenetwork.com.au](mailto:traineeships@changenetwork.com.au)

## CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
SIRXCCS001A	Apply point-of-sale handling procedures	This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation.
SIRXCCS002A	Interact with customers	This unit describes the performance outcomes, skills and knowledge required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify special customer requirements.
SIRXCLM001A	Organise and maintain work areas	This unit describes the performance outcomes, skills and knowledge required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.
SIRXCOM001A	Communicate in the workplace	This unit describes the performance outcomes, skills and knowledge required for effective communication with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, and reading and interpreting retail documents.
SIRXICT001A	Operate retail technology	This unit describes the performance outcomes, skills and knowledge required to operate a variety of retail equipment. It involves identifying the correct equipment required for a given task, maintaining retail equipment, applying keyboard skills and operating data entry equipment.
SIRXIND001A	Work effectively in a retail environment	This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.
SIRXINV001A	Perform stock control procedures	This unit describes the performance outcomes, skills and knowledge required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods.
SIRXOHS001A	Apply safe working practices	This unit encompasses the National Occupational Health and Safety Commission (NOHSC) guidelines for occupational health and safety. It describes the performance outcomes, skills and knowledge required to maintain a safe work environment for staff, customers and others. It involves observing basic safety and emergency procedures.

SIRXRSK001A	Minimise theft	This unit describes the performance outcomes, skills and knowledge required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers or terminals and keys.
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ELECTIVE UNITS		
CODE	UNIT NAME	PURPOSE OF COMPETENCY
SIRXFIN001A	Balance point-of-sale terminal	This unit describes the performance outcomes, skills and knowledge required to balance a register or terminal in a retail environment. It involves clearing the register, counting money, calculating non-cash transactions and reconciling takings.
SIRXINV002A	Maintain and order stock	This unit describes the performance outcomes, skills and knowledge required to maintain and order stock in a retail environment. It involves monitoring receipt and dispatch of goods, maintaining stock records, coordinating stocktake, identifying stock losses, processing orders and following up on orders.
SIRXMER005A	Create a display	This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business.
SIRXSLS001A	Sell products and services	This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.
SIRXADM001A	Apply retail office procedures	This unit describes the performance outcomes, skills and knowledge required to apply retail office procedures. It involves processing mail, operating office equipment, filing and retrieving documents, establishing contact with customers and preparing simple correspondence.
SIRXADM002A	Coordinate retail office	This unit describes the performance outcomes, skills and knowledge required to coordinate a retail office. It involves maintaining office procedures, processing data in response to information requests, composing reports and correspondence, maintaining recording and filing systems and maintaining digital storage media and computer filing systems.
SIRXFIN002A	Perform retail finance duties	This unit describes the performance outcomes, skills and knowledge required to perform retail finance duties. It involves processing petty cash and non-cash transactions, preparing banking documents, reconciling invoices for payment and preparing invoices for debtors.

SIRXMER001A	Merchandise products	This unit describes the performance outcomes, skills and knowledge required to merchandise products within a retail store. It involves the arrangement and presentation of merchandise, setting up and maintaining displays and labelling and pricing stock.
SIRXSL002A	Advise on products and services	It describes the performance outcomes, skills and knowledge required to apply a depth of specialist or general product knowledge and a need for experience and skill in offering advice to customers.
SIRRFSA001A	Apply retail food safety practices	This unit describes the performance outcomes, skills and knowledge required to implement safe food storage handling processes in a retail food environment according to a food safety program.