



**Australian Government**

# **SIR20216 Certificate II in Retail Services**

**Release: 1**

## **SIR20216 Certificate II in Retail Services**

### **Modification History**

Not applicable.

### **Qualification Description**

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

### **Entry Requirements**

There are no entry requirements for this qualification.

## Packaging Rules

12 units must be completed:

- 7 core units
- 5 elective units, consisting of:
  - 3 units from the list below
  - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

### Core units

SIRXCEG001 Engage the customer

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

SIRXIND001 Work effectively in a service environment

SIRXIND003 Organise personal work requirements

SIRXPDK001 Advise on products and services

SIRXRSK001 Identify and respond to security risks

SIRXWHS002 Contribute to workplace health and safety

### Elective units

#### Food Safety

SIRRFSA001 Handle food safely in a retail environment

#### Inventory

SIRRINV001 Receive and handle retail stock

#### Merchandising

SIRRMER001 Produce visual merchandise displays

SIRRMER002 Merchandise food products

#### Product Knowledge

SIRXPDK002 Advise on food products and services

#### Sales

SIRXSLS002 Follow point-of-sale procedures

### **Technology**

BSBWOR204 Use business technology

### **Working in Industry**

FSKLRG09 Use strategies to respond to routine workplace problems

SIRXIND002 Organise and maintain the store environment

SIRXIND004 Plan a career in the retail industry

## **Qualification Mapping Information**

No equivalent qualification.

## **Links**

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>