

## SIR20207

### CERTIFICATE II IN RETAIL

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.

#### ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

#### DURATION

12 - 24 Months

#### PRICE

\$1150

State government funding available for eligible employees.

#### 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 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

SIRXSL001A	Sell products and services
SIRXSL002A	Advise on products and services

##### Merchandising

SIRXMERO01A	Merchandise products
SIRXMERO05A	Create a display

##### Finance

SIRXFIN001A	Balance point-of-sale terminal
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##### Retail Post

SIRRPOS001A	Process postal outlet transactions
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#### ELECTIVE UNITS GROUP B: GENERAL FOOD SELLING STREAM

##### Food Safety

SIRRFSA001A	Apply retail food safety practices
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##### Merchandising

SFIDIST202B	Retail fresh, frozen and live seafood
SIRRMERO01A	Merchandise food products
SIRRMERO02A	Pack and display meat products
SIRRMERO03A	Prepare and display fast food items
SIRRMERO04A	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 products

## GENERAL ELECTIVE UNITS

### Administration

- BSBCM212A Handle mail  
SIRXADM001A Apply retail office procedures  
SIRXADM002A Coordinate retail office

### Computer Operations and ICT Management

- BSBCM205A 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

- SIRXINVO02A 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

- SIRXMPRO02A Provide marketing and promotion program support  
SIRXMPRO03A Conduct telemarketing

### Occupational Health and Safety

- THHGHS01B Follow workplace hygiene procedures

### Product Knowledge

- BSBSLS301A 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

- THHBKA01B Organise and prepare food  
THHBKA03B Receive and store kitchen supplies  
THHBFB09B Provide responsible service of alcohol  
THHBFB10B Prepare and serve non-alcoholic beverages  
THHBFB12B 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

- SIRXSL001A Sell products and services  
SIRXSL002A Advise on products and services