

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

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 AGF 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