

Course Outline

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.

Individuals with this qualification are able to perform roles, such as:

- providing product and service advice in a retail store
- selling products and services in variety of retail settings
- operating a checkout area
- preparing and selling fast food items
- store, rotate and replenish food stock
- checking stock and replenishing retail shelves
- organising and maintaining work areas and displays.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants handbook).

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Reading material to provide knowledge as well as activities to enable practice
- Assessment Activities to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Certificate II in Retail – the qualification rules

Requirements

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, or 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 - Nine (9) units in total:

SIRXCCS001A	<u>Apply point-of-sale handling procedures</u>
SIRXCCS002A	<u>Interact with customers</u>
SIRXCLM001A	<u>Organise and maintain work areas</u>
SIRXCOM001A	<u>Communicate in the workplace</u>
SIRXICT001A	<u>Operate retail technology</u>
SIRXIND001A	<u>Work effectively in a retail environment</u>
SIRXINV001A	<u>Perform stock control procedures</u>
SIRXOHS001A	<u>Apply safe working practices</u>
SIRXRSK001A	<u>Minimise theft</u>

Three elective units from group A...

SIRXSLS001A	<u>Sell products and services</u>
SIRXSLS002A	<u>Advise on products and services</u>
SIRXMER001A	<u>Merchandise products</u>
SIRXMER005A	<u>Create a display</u>
SIRXFIN001A	<u>Balance point-of-sale terminal</u>
SIRRPOS001A	<u>Process postal outlet transactions</u>

Or, Three elective units from group B...

SIRRFSA001A	<u>Apply retail food safety practices</u>
SFIDIST202B	<u>Retail fresh, frozen and live seafood</u>
SIRRMER001A	<u>Merchandise food products</u>
SIRRMER002A	<u>Pack and display meat products</u>
SIRRMER003A	<u>Prepare and display fast food items</u>
SIRRMER004A	<u>Prepare and display bakery products</u>
SIRRRPK001A	<u>Advise on food products and services</u>
SIRRRPK002A	<u>Advise on meat products</u>
SIRRRPK003A	<u>Advise on fast food products</u>
SIRRRPK004A	<u>Advise on bakery products</u>
SIRRRPK005A	<u>Advise on seafood products</u>

Plus two additional elective units from the general elective section or from another endorsed Training Package; These must be units which are packaged within a Certificate II or III qualification in the parent Training Package.

General Elective Units...

BSBCM212A	<u>Handle mail</u>
SIRXADM001A	<u>Apply retail office procedures</u>
SIRXADM002A	<u>Coordinate retail office</u>
BSBCM205A	<u>Use business technology</u>
SIRXICT002A	<u>Use computers as part of business and e-commerce processes</u>
SIRXFIN001A	<u>Balance point-of-sale terminal</u>

SIRXFIN002A	<u>Perform retail finance duties</u>
SIRRFSA001A	<u>Apply retail food safety practices</u>
TDTA1197B	<u>Package goods</u>
TDTA2197B	<u>Despatch stock</u>
TDTD197B	<u>Shift materials safely using manual handling methods</u>
SIRXINV002A	<u>Maintain and order stock</u>
SFIDIST202B	<u>Retail fresh, frozen and live seafood</u>
SIRRMER001A	<u>Merchandise food products</u>
SIRRMER002A	<u>Pack and display meat products</u>
SIRRMER003A	<u>Prepare and display fast food items</u>
SIRRMER004A	<u>Prepare and display bakery products</u>
SIRXMER001A	<u>Merchandise products</u>
SIRXMER005A	<u>Create a display</u>
SIRXMPR002A	<u>Provide marketing and promotion program support</u>
SIRXMPR003A	<u>Conduct telemarketing</u>
THHGHS01B	<u>Follow workplace hygiene procedures</u>
BSBSLS301A	<u>Develop product knowledge</u>
SIRRRPK001A	<u>Advise on food products and services</u>
SIRRRPK002A	<u>Advise on meat products</u>
SIRRRPK003A	<u>Advise on fast food products</u>
SIRRRPK004A	<u>Advise on bakery products</u>
SIRRRPK005A	<u>Advise on seafood products</u>
SIRRRPK006A	<u>Recommend liquor products</u>
SIRRRPK014A	<u>Recommend specialised products and services</u>
SIRXRPK001A	<u>Recommend health and nutritional products and services</u>
SIRXRPK002A	<u>Recommend hair, beauty and cosmetic products and services</u>
THHBFB09B	<u>Provide responsible service of alcohol</u>
THHBFB10B	<u>Prepare and serve non-alcoholic beverages</u>
THHBFB12B	<u>Prepare and serve espresso coffee</u>
THHBKA01B	<u>Organise and prepare food</u>
THHBKA03B	<u>Receive and store kitchen supplies</u>

SIRRPOS001A	<u>Process postal outlet transactions</u>
SIRRPOS002A	<u>Handle mail received in a retail environment</u>
SIRRPOS003A	<u>Deliver mail in a retail environment</u>
SIRXSLS001A	<u>Sell products and services</u>
SIRXSLS002A	<u>Advise on products and services</u>

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or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**