

Course Outline SIR20207 - Certificate II in Retail

Packaging Rules: To gain a Certificate II in Retail qualification, competency is required in 14 units, as outlined below.

- 9 core units
- 5 elective units
- 3 units from either Elective Units Group A or Elective Units Group B
- 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.

Code	Core Units	N/H
SIRXCC S001A	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.	20
SIRXCC S002A	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.	30
SIRXCL M001A	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.	20
SIRXCO M001A	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.	40
SIRXICT 001A	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.	20
SIRXIND 001A	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 nondiscriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.	45
SIRXOH S001A	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.	20

Code	Core Units	N/H
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.	35
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.	20

Code	Group A Elective Units (Choose 3)	N/H
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 noncash transactions and reconciling takings.	20
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.	20
SIRXSLS002A	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.	20
SIRXMER005A	Create a display This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business.	35

OR

Code	Group B Elective Units (Choose 3)	N/H
SIRRRPK003A	Advise on fast food products <i>**Prerequisite SIRRFSA001A</i> This unit describes the performance outcomes, skills and knowledge required to develop and apply product knowledge to provide advice to customers with regard to fast food products.	20
SIRRMER004A	Prepare and display bakery products <i>**Prerequisite SIRRFSA001A</i> This unit describes the performance outcomes, skills and knowledge required to prepare, arrange and present bakery products within the store. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the maintenance, handling and storage of bakery products.	25
SIRRRPK004A	Advise on bakery products <i>**Prerequisite SIRRFSA001A</i> This unit describes the performance outcomes, skills and knowledge required to develop and apply product knowledge to provide advice to customers with regard to bakery products and services.	20
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.	40

Code	General Elective Units (Choose 2)	N/H
SIRXINV002A	<p>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.</p>	35
SIRXMER001A	<p>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 labeling and pricing stock.</p>	35
SIRXSLS004A	<p>Build relationships with customers It describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations.</p>	35
SIRXMPR001A	<p>Profile a retail market This unit describes the performance outcomes, skills and knowledge required to profile a retail market.</p>	35