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# SIR20207 Certificate II in Retail

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## Description

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



Job roles and titles vary across different industry sectors. Possible job titles include: sales assistant, customer service representative, crew member, checkout operator.

## Qualification Pathways

There are no prerequisites for entry to this qualification.

After achieving the SIR20207 Certificate II in Retail, candidates may undertake the SIR30207 Certificate III in Retail, a qualification for those seeking to develop further practical skills a provides the skills and knowledge for an individual to be competent in retail operations and/or supervision, or other relevant Certificate III qualifications.

## Qualification Rules

Total of 14 units comprising:

9 Core units and 3 Elective units from Elective Group A or Elective Group B and 2 Elective units  
Maximum of 2 Elective units may be selected from the General Elective Units and/or 2 units from another endorsed Training Package

## Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

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### 9 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

### Choose 3 from electives from either Group A or Group B:

#### Elective Group A: General Selling Stream: Sales

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

#### General Selling Stream: Merchandising

- SIRXMER001A Merchandise products
- SIRXMER005A Create a display

#### General Selling Stream: Finance

- SIRXFIN001A Balance point-of-sale terminal

#### Elective Group B: General Food Selling: Food Safety

- SIRRFSA001A Apply retail food safety practices

#### General Food Selling: 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

**General Food Selling Stream: 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

**2 Elective Units from below, and/or from another endorsed Training Package:**

**General Elective: Administration**

BSBCMN212A Handle mail

SIRXADM001A Apply retail office procedures

SIRXADM002A Coordinate retail office

**General Elective: IT and ICT Management**

BSBCMN205A Use business technology

SIRXICT002A Use computers as part of business and e-commerce processes

**General Elective: Finance**

SIRXFIN001A Balance point-of-sale terminal

SIRXFIN002A Perform retail finance duties

**General Elective: Food Safety**

SIRRFSA001A Apply retail food safety practices

**General Elective: Inventory**

SIRXINV002A Maintain and order stock

**General Elective: Merchandising**

SIRRMER001A Merchandise food products

SIRRMER003A Prepare and display fast food items

SIRRMER004A Prepare and display bakery products

SIRXMER001A Merchandise products

SIRXMER005A Create a display

**General Elective: Marketing and Public Relations**

SIRXMPR002A Provide marketing and promotion program support

SIRXMPR003A Conduct telemarketing

**General Elective: Occupational Health and Safety**

THHGHS01B Follow workplace hygiene procedures

**General Elective: Sales**

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services