

# 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.



### Career Opportunities

This is an entry level qualification designed for individuals employed or seeking employment in a variety of roles including (but not limited to):

- Providing product and service advice in a retail store
- Selling products and services in a 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

Possible job titles may include:

- Sales assistant
- Customer service representative
- Crew member
- Checkout operator

### Pre-requisites

There are no prerequisites for entry to this qualification.

### Learning Outcomes

- Understand the retail industry
- Interact effectively with customers
- Learn the skills associated with operating retail equipment
- Preparing and displaying merchandise and promotions
- Fundamentals of sales, stock control and safe working practices

### Program Benefits

- Nationally accredited program
- Flexible delivery methods
- Fun, effective, supportive learning environment

### Duration

The course will be delivered three (3) days per week over five (5) weeks.

9.30am—3.30pm each day

## Units of Competency

The Certificate II in Retail is comprised of fourteen (14) units of competency, nine (9) core units and five (5) elective units.

Below is the course outline:

### 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

- SIRXSLS001A: Sell products and services
- SIRXSLS002A: Advise on products and services
- SIRXMER001A: Merchandise products
- SIRXMER005A: Create a display
- SIRXFIN001A: Balance point-of-sale terminal

All Interskills programs cover the below topics within the course structure:

- Positive presentation
- Interview skills
- Motivation
- Goal setting

## Recognition of Prior Learning

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside of the formal education and training system, against the requirements of a qualification.

RPL could provide employees with a full or part qualification and avoid replication of training; it can also be used as a tool to identify what further training an individual may need to gain a qualification.

## Assessment

The Certificate II in Retail uses a range of practical and workplace (or simulated workplace) assessment activities. As per Australian Quality Training Framework (AQTF) requirements for competency based training, the assessment criteria for this course will be based on both informal and formal processes.

The assessment methods used during the course will include:

- Practical group exercises
- Group discussions
- Work based assignments / projects

Please note that some assessment activities are completed outside of the workshop sessions.

## Course Dates

Visit [www.interwork.com.au](http://www.interwork.com.au) for the latest course schedule or call us on (08) 8416 6500.

## Course Cost

\$1,200 per person

## Venue

Interskills  
Ground Floor, 32-56 Sir Donald Bradman Drive  
Mile End

## Booking Details:

Phone: (08) 8416 6500  
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Email: [interskills@interwork.com.au](mailto:interskills@interwork.com.au)