



National Retail
Association



SIR20216

CERTIFICATE II IN RETAIL SERVICES

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

Testimonial 1



I just want to say thanks to Suzi (trainer)! She was interesting and answered all my questions. I never got bored because we were always covering a new topic. The thing I liked the most about the course was that the trainer was very knowledgeable and approachable. She really knew her stuff.”

17 year old, male participant

Testimonial 2



This was one of the best workshops I have ever attended. The venue, materials & facilitation was excellent. I recommend this training to school leavers who want to work in retail.”

17 year old, female participant

Who are the National Retail Association?

RTO Code 0712

NRA training services are delivered by highly trained and qualified in-house staff with combined decades of experience and industry knowledge. Our approach is flexible and cost effective, working with employers to respond to core business needs. We achieve this by meeting with our clients and assessing the staff and businesses opportunities for improvement. The NRA can also determine eligibility for funding options and recognition of prior learning for experienced staff members. As your training partner, the NRA will keep you up to date on new funding opportunities.

Who does this course target?

Participants enrolled in this qualification may be working in a retail business as front of house / customer service personnel. This qualification may also be delivered as part of a pre-employment program.

How long is the course?

The duration of the course will vary depending on the method of completion and any funding program requirements if applicable. As an example- a classroom based program may take from 6 to 8 weeks; a traineeship program may take from 6 months to 2 years.

What jobs will this lead to?

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification may be able to perform the following roles: sales representative/consultant, cashier, customer service assistant, merchandising assistant, stock clerk and other retail positions.

What do I need to complete to receive my Certificate II?

12 units must be completed:

- **7 core units**

SIRXCEG001 Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

This unit describes the performance outcomes, skills and knowledge required to use effective communication techniques with colleagues and customers from diverse backgrounds, and to complete work as part of a team.

SIRXIND001 Work effectively in a service environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

SIRXIND003 Organise personal work requirements

This unit describes the performance outcomes, skills and knowledge required to organise and prioritise individual work requirements.

SIRXPDK001 Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

SIRXRSK001 Identify and respond to security risks

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

SIRXWHS002 Contribute to workplace health and safety

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice.

- **5 elective units**

(choose at least 3 from the list below and up to 2 from the imported electives list)

SIRRINV001 Receive and handle retail stock

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock.

SIRXSLS001 Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

SIRXIND002 Organise and maintain the store environment

This unit describes the performance outcomes, skills and knowledge required to organise, clean and maintain the work environment to ensure optimal workplace appearance and safety.

SIRRMER001 Produce visual merchandising displays

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

SIRXSLS002 Follow point of sale procedures

This unit describes the performance outcomes, skills and knowledge required to follow point-of-sale work systems, process transactions and complete sales.

SIRRFSA001 Handle food safely in a retail environment

This unit describes the performance outcomes, skills and knowledge required to handle food safely in the retail environment following organisational food safety procedures and relevant legislation and standard procedures. This unit meets the requirements of the Food Safety Supervisor role nationally.

SIRRRTF001 Balance and secure point of sale terminal

This unit describes the performance outcomes, skills and knowledge required to balance and reconcile a register or terminal in a retail environment, clear registers, count money, calculate non cash transactions, and reconcile and record takings.

Imported electives

FSKOCM02 Engage in basic spoken exchanges at work

This unit describes the skills and knowledge required to interact with others in basic spoken exchanges at work, such as following simple instructions, engaging in informal exchanges with colleagues, leaving a short telephone message, or participating in a workplace team meeting.

FSKOCM06 Use oral communication skills to participate in workplace teams

This unit describes the skills and knowledge required to participate in and contribute to workplace teams, such as providing services and information, communicating workplace instructions and messages, negotiating, or participating in team meetings.

Are there any entry requirements?

Qualification entry requirement

- There are no Qualification entry requirements to this course
- A Language, Literacy and Numeracy [LLN] assessment is required as part of the enrolment process. Where results show that additional support is needed, entry to the course will be reviewed on a case by case basis.

Why should I take this course?

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

- Pathways from the qualification
After achieving SIR20216 Certificate II in Retail Services, individuals may undertake:
SIR30216 Certificate III in Retail

How am I assessed?

The assessment process will include the gathering of evidence to demonstrate the student's competence. You will be advised of the assessment requirements at the beginning of each unit. All required tasks must be completed to achieve competence within the specified unit.

What does the course cost?

Please note: government funding may be available for eligible candidate.



**National
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