

SIR10112 Certificate I in Retail Services

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates.
First Release	SIR10112 replaces, and is equivalent to SIR10107 as the intent of the qualification remains unchanged. The total number of units required complete this qualification remains at 5 units. A more flexible packaging approach has been adopted with 3 core units and the selection of 2 elective units

Description

This qualification provides the skills and knowledge for an individual to commence work in the retail industry.

Job roles

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

- provide customer service in a retail store
- organise and maintain work areas.

Possible job titles

- customer service assistant
- point-of-sale operator

Pathways Information

The qualification is suitable for a VET in Schools (VETiS) pathway and is designed for pre-vocational use. It is not suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

Individuals may undertake the qualification with little or no experience in the industry.

Pathways from the qualification

After achieving SIR10112 Certificate I in Retail Services, individuals may undertake:

- SIR20212 Certificate II in Retail Services
- SIR20312 Certificate II in Retail Fast Food.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options. Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> ▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values ▶ carry out verbal instructions from other team members and supervisors ▶ read and interpret simple workplace documents ▶ complete simple written workplace forms and share work-related information with other team members
Teamwork	<ul style="list-style-type: none"> ▶ work collaboratively with team members, supporting the team, respecting and understanding others' views, and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others
Problem-solving	<ul style="list-style-type: none"> ▶ demonstrate sensitivity to customer needs and concerns ▶ anticipate problems and act to avoid them where possible ▶ solve problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending on store policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> ▶ adapt to new situations, including changing workplace procedures
Planning and organising	<ul style="list-style-type: none"> ▶ plan and carry out simple retail tasks to timelines and priorities that are set by a supervisor
Self-management	<ul style="list-style-type: none"> ▶ understand and follow store policies regarding work availability, rosters and work duties ▶ work within the store culture by practising inclusive behaviour

	<ul style="list-style-type: none"> ▶ manage personal presentation, hygiene and time ▶ prioritise and complete delegated tasks under instruction
Learning	<ul style="list-style-type: none"> ▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best ▶ accept opportunities to learn new ways of doing things and implement changes under instruction in the context of store procedures
Technology	<ul style="list-style-type: none"> ▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures ▶ recognise and report faulty equipment and follow store workplace health and safety procedures

Packaging Rules

5 units must be completed:

- 3 core units
- 2 elective units:
 - a minimum of 1 unit must be selected from the elective unit list below
 - 1 unit may be selected from any relevant Training Package or accredited course first packaged at AQF level 1 or 2.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

Core units	
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXWHS101	Apply safe work practices
Elective units	
Client and Customer Service	
SIRXCLM101	Organise and maintain work areas
Computer Operations and ICT Management	
SIRXICT001A	Operate retail technology
Working in Industry	
SIRXIND102	Plan a career in the retail industry

SIR20112 Certificate II in Community Pharmacy

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates.
First Release	SIR20112 replaces SIR20107 Certificate II in Community Pharmacy as the intent of the qualification remains unchanged. The total number of units required to complete this qualification has decreased to 18 units. The number of core units has decreased from 19 to 10. The number of elective units has increased from 3 to 8.

Description

This qualification reflects the role of individuals who apply retail operational tasks and provide initial customer service in a community pharmacy environment. These individuals provide preliminary advice to customers, and function under supervision, as part of a pharmacy team, recognising the limitations of their job role and referring customers to more senior pharmacy assistants or a pharmacist where appropriate.

Work could be undertaken in a variety of community pharmacy settings.

Job roles

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

- responding to and advising customers on general retail products
- accepting prescriptions
- applying product knowledge to recommend and supply a defined range of pharmacy products and services to customers
- referring customers to more senior pharmacy assistants or a pharmacist
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- operating a point of sale area
- maintaining stock levels and displays
- organising and maintaining work areas

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway. The Certificate II in Community Pharmacy is suitable for VET in Schools delivery.

Pathways into the qualification

People may enter this qualification with limited or no vocational experience and without a lower level qualification.

Pathways from the qualification

After achieving this qualification, people may progress to a Certificate III in Community Pharmacy or to Certificate III qualifications other service industry fields.

Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Use questioning and active listening skills to establish customer requirements, answer questions and provide information on the location of pharmacy product or service areas. Refer requests for product advice to a more senior team member or a pharmacist. Regularly carry out verbal instructions from other team members and supervisors. Interpret simple workplace documents, complete simple written workplace forms and share work related information with other team members.
Teamwork	Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a pharmacy customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
Problem-solving	Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. Solve problems in the context of a team structure where after clarification, recognition of risk may be referred to another team member or a supervisor for resolution depending upon store policy and procedures.
Initiative and enterprise	Look for opportunities to do things better and suggest ideas to supervisors and other team members and supervisors in the context of the job role. Positively accept and adapt to changes in procedures or arrangements in the pharmacy. Take positive action to report hazards or risks to supervisors.
Planning and organising	Plan and carry out simple front of pharmacy tasks to timelines and priorities that are set by a supervisor.
Self-management	Understand and follow pharmacy regarding work availability, rosters and work duties. Work within the pharmacy culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction.
Learning	Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work. Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of store procedures.

Technology	Use of computer based point-of-sale systems in the context of available equipment and pharmacy procedures. Recognise and report faulty equipment and follow pharmacy occupational health and safety procedures.
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Packaging Rules

18 units must be completed:

- 10 core units
- 8 elective units:
 - 4 units must be selected from Group A – Pharmacy Product Knowledge
 - the remaining 4 units may be selected from:
 - Group B – General Elective Units, or
 - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 2 or 3 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	
HLTIN301C	Comply with infection control policies and procedures
SIRCIND201	Operate in a community pharmacy framework
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXMER201	Merchandise products
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
Elective Group A – Pharmacy Product Knowledge	
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions
SIRCPPK207	Supply medical devices

SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
Elective Group B – General Elective units	
Client and Customer Service	
SIRXCCS202	Interact with customers
Computer Operations and ICT Management	
SIRXICT001	Operate retail technology
Finance	
SIRXFIN201	Balance and secure point of sale terminal
Inventory	
SIRXINV001A	Perform stock control procedures
Pharmacy Product Knowledge	
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions
SIRCPPK207	Supply medical devices
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
Retail Make-Up and Skin Care	
SIBBFAS201A	Demonstrate retail skin care products
SIBXFAS201A	Design and apply make-up
Sales	
SIRXSLS201	Sell products and services
Skin Services	
SIBBSKS201A	Pierce ears

Sustainability	
BSBSUS201A	Participate in environmentally sustainable work practices
Industry	
SIRCIND202	Plan a career in community pharmacy

SIR20212 Certificate II in Retail Services

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
First Release	SIR20212 replaces, and is equivalent to SIR20207 as the intent of the qualification remains unchanged. The total number of units required complete this qualification remains at 14 units. The number of core units has decreased from 9 to 8 units. The number of elective units has increased from 5 to 6 units.

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 outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Job roles

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

- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

Possible job titles

- sales assistant
- customer service assistant

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and is also appropriate for VET in Schools (VETiS) delivery.

Pathways into the qualification

Individuals may undertake the qualification with little or no experience in the industry.

Pathways from the qualification

After achieving SIR20212 Certificate II in Retail Services, individuals may undertake:

- SIR30212 Certificate III in Retail Operations
- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options. Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> ▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values ▶ persuade customers to purchase goods by communicating their features and benefits ▶ regularly carry out verbal instructions from other team members and supervisors ▶ read and interpret workplace documents, complete written workplace forms and share work-related information with other team members
Teamwork	<ul style="list-style-type: none"> ▶ work collaboratively with other team members, supporting the team, respecting and understanding others' views, and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others
Problem-solving	<ul style="list-style-type: none"> ▶ demonstrate sensitivity to customer needs and concerns ▶ anticipate problems and act to avoid them where possible ▶ solve problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending on store policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> ▶ look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role ▶ positively accept and adapt to changes in procedures or arrangements at the store level ▶ take positive action to report hazards or risk situations to supervisors
Planning and	<ul style="list-style-type: none"> ▶ understand how a personal job role fits into the context of the wider

organising	<p>business values and directions</p> <ul style="list-style-type: none"> ▶ plan daily work tasks and priorities in the context of the job role to achieve outcomes within set timelines ▶ plan tasks to work safely and manage risk according to store procedures
Self-management	<ul style="list-style-type: none"> ▶ understand and follow store policies regarding work availability, rosters and work duties ▶ work within the store culture by practising inclusive behaviour ▶ manage personal presentation, hygiene and time ▶ prioritise and complete delegated tasks under instruction
Learning	<ul style="list-style-type: none"> ▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best ▶ accept opportunities to learn new ways of doing things and implement changes under instruction in the context of store procedures
Technology	<ul style="list-style-type: none"> ▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures ▶ recognise and report faulty equipment and follow store occupational health and safety procedures

Packaging Rules

14 units must be completed:

- 8 core units
- 6 elective units:
 - a minimum of 3 units must be selected from the elective unit list below
 - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 1, 2 or 3.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

Core units	
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXICT001A	Operate retail technology
SIRXIND101	Work effectively in a customer service environment
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
Elective units	
Administration	
SIRXADM001A	Apply retail office procedures
SIRXADM002A	Coordinate retail office
Client and Customer Service	
SIRXCCS203	Promote loyalty programs
Computer Operations and ICT Management	
SIRXICT002A	Use computers as part of business and e-commerce processes
Finance	

SIRXFIN201	Balance and secure point-of-sale terminal
SIRXFIN002A	Perform retail finance duties
Food Safety	
SIRRFSA001A	Apply retail food safety practices
Inventory	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
Marketing and Public Relations	
SIRXMPR002A	Provide marketing and promotion program
SIRXMPR003A	Conduct telemarketing
Merchandising	
SFIDIST202C	Retail fresh, frozen and live seafood
SIRRMER001A	Merchandise food products*
SIRRMER002A	Pack and display meat products*
SIRRMER004A	Prepare and display bakery products*
SIRXMER201	Merchandise products
SIRXMER202	Plan, create and maintain displays
Product Knowledge	
SIRRRPK002A	Advise on meat products*
SIRRRPK004A	Advise on bakery products*
SIRRRPK005A	Advise on seafood products*
SIRRRPK214	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
Retail Food	
SITHFAB009A	Provide responsible service of alcohol
Retail Post	
SIRRPOS001A	Process postal outlet transactions

SIRRPOS002A	Handle mail received in a retail environment
SIRRPOS003A	Deliver mail in a retail environment
Sales	
SIRXSLS201	Sell products and services
SIRXSLS002A	Advise on products and services
Working in Industry	
SIRXIND102	Plan a career in the retail industry

* This unit has a prerequisite unit SIRRFSA001A Apply retail food safety practices.

SIR20312 Certificate II in Retail Fast Food

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates
First Release	SIR20312 is a new qualification and has been developed to reflect the role of the Retail Fast Food environment. The total number of units required complete this qualification is 14 units. The number of core units - 6 The number of elective units - 8

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 food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Job roles

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

- provide food product and service advice in a retail fast food outlet
- sell food products and services in a variety of retail fast food settings
- work as a register operator
- prepare and sell food items
- store, rotate and replenish stock
- check stock and replenish shelves
- organise and maintain work areas and displays
- maintain hygienic work areas.
-

Possible job titles

- food sales assistant
- customer service food assistant
- crew member

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and is also appropriate for VET in Schools (VETiS) delivery.

Pathways into the qualification

Individuals may undertake the qualification with little or no experience in the industry.

Pathways from the qualification

After achieving SIR20312 Certificate II in Retail Fast Food, individuals may undertake:

- SIR30212 Certificate III in Retail Operations
- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options. Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the business-to-business industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> ▶ use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values ▶ persuade customers to purchase goods by communicating their features and benefits ▶ regularly carry out verbal instructions from other team members and supervisors ▶ read and interpret workplace documents, complete written workplace forms and share work-related information with other team members
Teamwork	<ul style="list-style-type: none"> ▶ work collaboratively with other team members, supporting the team, respecting and understanding others' views, and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others
Problem-solving	<ul style="list-style-type: none"> ▶ demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible ▶ solve problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending on store policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> ▶ look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role ▶ positively accept and adapt to changes in procedures or arrangements at the store level ▶ take positive action to report hazards or risk situations to supervisors
Planning and organising	<ul style="list-style-type: none"> ▶ understand how a personal job role fits into the context of the wider business values and directions ▶ plan daily work tasks and priorities in the context of the job role to

	<p>achieve outcomes within set timelines</p> <ul style="list-style-type: none"> ▶ plan tasks to work safely and manage risk according to store procedures
Self-management	<ul style="list-style-type: none"> ▶ understand and follow store policies regarding work availability, rosters and work duties ▶ work within the store culture by practising inclusive behaviour ▶ manage personal presentation, hygiene and time ▶ prioritise and complete delegated tasks under instruction
Learning	<ul style="list-style-type: none"> ▶ identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best ▶ accept opportunities to learn new ways of doing things and implement changes under instruction in the context of store procedures
Technology	<ul style="list-style-type: none"> ▶ select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures ▶ recognise and report faulty equipment and follow workplace health and safety procedures

Packaging Rules

14 units must be completed:

- 6 core units
- 8 elective units:
 - a minimum of 5 units must be selected from the elective unit list below
 - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 1, 2 or 3.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

Core units	
SIRRFSA001A	Apply retail food safety practices
SIRRRPK001A	Advise on food products and services
SIRXCCS202	Interact with customers
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXWHS101	Apply safe work practices
Elective units	
Cleaning and Maintenance	
SIRXCLM101	Organise and maintain work areas
Finance	
SIRXFIN201	Balance and secure point-of-sale terminal
Inventory	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
Merchandising	
SIRRMER001A	Merchandise food products
SIRRMER003A	Prepare and display fast food items
SIRXMER202	Plan, create and maintain displays

Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Product Knowledge	
SIRRRPK003A	Advise on fast food products
Sales	
SIRXSLS002A	Advise on products and services
SIRXSLS201	Sell products and services
Working in Industry	
SIRXIND102	Plan a career in the retail industry