



ARA
Retail Institute

Division of Australian Retailers 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.



Classroom [General Merchandising] [Food Safety]

ABOUT US

RTO Code: 4049

As a service provider under the banner of the Australian Retailers Association, the ARA Retail Institute provides education and consulting solutions to members and the broader retail industry. Managed by a group of highly skilled retailers, the institute is attuned to the needs of the industry and delivers support that is progressive and aligned with our client's development plans.

TARGET AUDIENCE

This program is designed as pre-employment pathway program to equip candidates with skills and knowledge for ensuring job-readiness in retail sector.

They are typically individuals to be competent in 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.

Candidates may have previous vocational experiences and / or completed previous educations as per the entry requirements.



COURSE DURATION

During application process, candidates will be pre-screened by our experienced program managers to identify which duration options best suit their needs.

	Duration 01	Duration 02	Duration 03
Supervised activities	21 sessions x 7 hours = 147 hours	31 sessions x 7 hours = 217 hours	51 sessions x 7 hours = 357 hours
Unsupervised activities	7 weeks x 15 hours = 105 hours	9 weeks x 15 hours = 135 hours	13 weeks x 15 hours = 195 hours
Work placement	2 weeks x 20 hours = 40 hours	2 weeks x 20 hours = 40 hours	2 weeks x 20 hours = 40 hours
Total hours	= 292 hours	= 392 hours	= 592 hours

]→ JOB ROLES

Possible job roles for individuals with this Qualification are business to business sales officer, sales representative and customer service officer.

UNIT OVERVIEW

12 units must be completed:

- 7 core units
- 5 elective units

[G]eneral Merchandising stream
[F]ood Safety stream



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.

SIRXIND004 - Plan a career in the retail industry

[G][F]

This unit describes the performance outcomes, skills and knowledge required to identify and document current skills and interests, explore retail career options and plan for career progression in the retail industry.

SIRRINV001 - Receive and handle retail stock [G][F]

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

SIRXSL001 - Sell to the retail customer [G][F]

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 [G]

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.

FSKLRG09 - Use strategies to respond to routine workplace problems [G]

This unit describes the skills and knowledge required to identify routine workplace problems and strategies to respond to the problems.

SIRRFSA001 - Handle food safely in a retail environment [F]

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.

SIRRMER002 - Merchandise food products [F]

This unit describes the performance outcomes, skills and knowledge required to prepare and maintain the display of food products.



ENTRY REQUIREMENTS

Qualification entry requirement

- There are no Qualification entry requirements to this course

ARA entry requirement

- The participants are required to have internet access and basic technology skills when undertaking this qualification.
- Entry requirement questionnaire, including Language, Literacy and Numeracy (LLN) test, is undertaken during the enrolment/prior the commencement of the course. Where the outcome indicates that the participant requires additional support for their LLN skills, it would be reviewed on case by case basis.
- Participants must have the ability to undertake a work placement (ARA will assist in sourcing an appropriate workplace).

Pathways

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

Cost

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

Please refer to the current Statement of Fees for further details on ARA Retail Institute website.

This training is delivered with State and Commonwealth Government funding.

We value equity and promote awareness of disadvantaged learners which has broader social, community and economic benefits.



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Assessment Methods

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 through documented assessment tasks that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.

Your competencies for each unit will be assessed through the following assessment methods:

- *Knowledge Assessment Tool (KAT)*

The assessment focuses on assessing the knowledge evidence of the unit of competencies in the form of written questions.

- *Skills Application Tool (SAT)*

The assessment focuses on assessing the performance evidence of the units of competencies in the form of practical demonstration.

- *Retail Innovation Tool (RIT)*

This assessment is started with case study / facts / specific retail standard to explore and provide you with some insights by answering the questions and implement them in the different context.

- *Supervisor Report (SP)*

The report is completed during work placement

- *Practical Demonstration (PD)*

This demonstration is completed during the work placement



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Contact Detail

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