



Certificate II Retail Subject Selection

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Qualification Name: SIR20207 Certificate II in Retail

Competency No.	Competency Name	Nominal hours	Selected √
Core Units – All 9 units must be completed			
SIRXCCS001A	Apply point-of-sale handling procedures	20	
SIRXCCS002A	Interact with customers	30	
SIRXCLM001A	Organise and maintain work areas	20	
SIRXCOM001A	Communicate in the workplace	40	
SIRXICT001A	Operate retail technology	20	
SIRXIND001A	Work effectively in a retail environment	45	
SIRXINV001A	Perform stock control procedures	35	
SIRXOHS001A	Apply safe working practices	20	
SIRXRSK001A	Minimise theft	20	
Elective Group			
SIRXSLS001A	Sell products and services	20	
SIRXSLS002A	Advise on products and services	30	
SIRXMER001A	Merchandise products	30	
SIRRRPK014A	Recommend specialised products and services	35	
SIRXFIN001A	Balance point-of-sale terminal	20	

Descriptor:

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. This qualification is suitable for an Australian Apprenticeship pathway. Delivery of the Certificate II in Retail would be appropriate for VET in Schools delivery.

Job roles:

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

- Providing product and service advice in a retail store



Capricornia Training Company Ltd

- Selling products and services in variety of retail settings
- Operating a checkout area

Possible job titles include:

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

Entry requirements:

There are no prerequisites for entry to this qualification.

Qualification rules:

To achieve a Certificate II in Retail, 14 units must be completed:

- All 9 core units
- 5 elective units

A maximum of 2 elective units may be selected from another endorsed Training Package

These must be units which are packaged within a Certificate II or III qualification in the parent Training Package.

Conditions of enrolment

It is a condition of your enrolment with CTC that you actively participate in your studies. Active participation is submitting assignments, attending practical sessions if applicable, sitting exams or tests, submitting an application for recognition of prior learning or completing units of competency.

If you do not participate in your studies, future enrolment applications may be declined or your traineeship may be cancelled.

Recognition

CTC provides a means of assessing and recognising your previous learning and current work experience relevant to the course you wish to study, so you may avoid repeating what you already know. For information on Recognition,

including instructions on how to apply, email: training@ctcltd.com.au or phone: (07)4922 2008.

You will need to be able to:

- Study independently
- Commit a suitable amount of time to your study and actively work to complete units in which you are enrolled
- Submit your first assignment within four (4) weeks of receiving your CTC learning materials and your first assessment
- Balance your work, personal life and study priorities throughout your course
- Access email to receive feedback and information regarding your course