

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

14 units must be selected for this following qualification including: 9 core units and 5 elective units

SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
SIRXOHS001A	Apply safe working practices
SIRXCKM001A	Organise and maintain work areas
SIRXICT001A	Operate retail technology
SIRXCCS002A	Interact with customers
SIRXCCS001A	Apply point of sale handling procedures
SIRXRSK001A	minimise theft
SIRXINV001A	Perform stock control procedures
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SIRXMER001A	Merchandise products
THHGHS01B	Following workplace hygiene procedures
SIRXFIN001A	Balance point of sale terminal

SIR30207 CERTIFICATE III IN RETAIL

This qualification provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgment. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

10 units must be selected for this following qualification including: 3 core units and 7 elective units

SIRXQUA001A	Develop innovative ideas at work
SIRXCCS003A	Coordinate interaction with customers
SIRXMGT002A	Maintain employee relations
SIRXSLS004A	Build relationships with customers
SIRXMPR001A	Profile a retail market
SIRXINV002A	Maintain and order stock
SIRXMER002A	Coordinate merchandise presentation
SIRXMER005A	Create a display
SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security

SIR40207 CERTIFICATE IV IN RETAIL

This qualification provides the skills and knowledge for an individual to be competent in the first line management skills of those working in the retail and/or wholesale industries. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small wholesale outlet, or a section or department within a larger wholesale business.

10 units must be selected for this following qualification including: 3 core units and 7 electives

SIRXMER004A	Manage merchandise and store presentation
SIEXMGT003A	Lead and manage people
SIRXOHS003A	Provide safe working environment
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit an select personnel
SIRXFIN004A	Manage financial resources
SIRZSLS005A	Manage sales and service delivery
SIRXRSK004A	Control store security
SIRXINV005A	Control inventory
SIRXINV004A	Buy merchandise

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