

## SIR20216 Certificate II Retail Services

### Qualification description

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

Refer to [training.gov.au](https://training.gov.au) for specific information about the qualification.

### Entry requirements

There are no entry requirements for this qualification.

### Duration and location

This is a one-year course delivered in Years 10 on site at Kirwan State High School

### Course units

To attain a SIR20216 Certificate II in Retail Services place Skills, 12 units of competency must be achieved:

Unit code	Title
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks
SIRXWHS002	Contribute to workplace health and
SITHFAB021	Responsible service of alcohol
SITXFSA005	Use hygienic practices for food safety
SIRXIND004	Plan career in the retail industry
SIRXSLS002	Follow point of sales procedures
BSBTEC201	Use Business software applications

### RTO obligation

The RTO guarantees that the student will be provided with every opportunity to complete the qualification. We do not guarantee employment upon completion of this qualification.

Students who are deemed competent in all 12 units of competency will be awarded a Qualification and a record of results.

Students who achieve at least one unit of competency (but not the full qualification) will receive a Statement of Attainment.

### Delivery modes

A range of delivery modes will be used during the teaching and learning of this qualification. These include:

- face-to-face instruction
- guided learning
- online training

### Fees

All fees are published on Kirwan State High Schools VET subject selection form

### Assessment

Assessment is competency based and completed in a simulated hospitality environment.

Units of competency are clustered and assessed in this way to replicate what occurs in a hospitality business as closely as possible.

Assessment techniques include:

- observations
- folios of work
- direct questioning
- projects
- written and practical tasks.

### Work placement

Students are provided with the opportunity to complete structured workplace learning, where they will work in a simulated café environment.

### 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.

Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

See other qualifications at [training.gov.au](https://training.gov.au)