



Certificate II in Retail

*The Certificate II in Retail is a nationally recognised Qualification
(National Course code SIR20207)*

1. To achieve this qualification the trainee must complete:
 - 9 core units
 - 5 elective unitsThese units are detailed overleaf.
2. The eligible trainee must be employed as a part-time or full-time employee. A trainee cannot be on a contract of training if they are employed as a casual employee.
3. Training is conducted on-the-job by the nominated workplace coach/trainer, and the assessments are conducted by STATUS Employment Services at the place of employment, at a convenient time.
4. The Government incentive for an eligible trainee is \$1250 at 3 months after commencement date and an additional \$750 available if they are a school based trainee. For a small fee, STATUS Employment Services can manage the incentive paperwork administration on your behalf.
5. 80% of the payroll tax paid on the eligible trainee's wage may be claimed as a rebate in January and July of every year, if the trainee commences the contract before their 25th birthday and it is their first contract of training.
6. The standard fees for training and assessment services are \$750.00 payable on registration of the contract. A \$75.00 cancellation fee will apply for trainees signed up but the contract is not registered.
7. The contract is for a period of 12 months full-time or the equivalent part-time.
8. The contract has a one-month probationary period. The trainee or employer can withdraw from the contract during this time if they wish to and a "Withdrawal During Probationary Period" form is completed.
9. After the one-month probation, if either party wants to cancel the traineeship, it has to be mutually agreed upon and a Mutual Cancellation form needs to be completed.
10. A workplace coach (usually a nominated Manager or Supervisor) must monitor the progress of the trainee and support the trainee to achieve competency in each unit.
11. The trainee needs to be trained in all aspects of the retail business, ranging from product knowledge and product preparation through to customer service.
12. A qualified assessor will visit the workplace a minimum of 3 times to conduct assessments on the trainee whilst they are working. The assessor must gather 4 forms of evidence to prove that competency has been achieved.

The evidence is gathered as follows:

Observation – The assessor will need to watch the trainee performing tasks on the job such as, serving a customer, handling money, and cleaning their work station.

Questioning – The assessor will need to question the trainee to determine their knowledge of specific workplace tasks, policies and procedures etc.

Workbooks - The trainee will be required to complete a workbook to demonstrate their underpinning knowledge

3rd Party Verification – Confirmation from the workplace coach that application of training is consistent and undertaken to a level deemed satisfactory by industry

All evidence will be assessed in conjunction with the workplace coach and support will be provided along the way.

NB: The Australian Apprenticeship Centres (AAC) determines eligibility for the Commonwealth employer incentives, on behalf of DEEWR. The information contained in this document is accurate at date of publication and no liability will be assumed should funding agreement and/or fee structures be changed.

9 CORE UNITS

UNIT CODE	UNIT NAME	NOMINAL HOURS
SIRXCOM001A	Communicate in the Workplace	40
SIRXCCS001A	Apply point of sale handling procedures	20
SIRXSSS002A	Interact with customers	30
SIRXIND001A	Work effectively in a retail environment	45
SIRXICT001A	Operate retail technology	20
SIRXOHS001A	Apply safe working practices	20
SIRXRSK001A	Minimise theft	20
SIRXINV001A	Perform stock control procedures	35
SIRXCLM001A	Organise and maintain work areas	20

PLUS

3 units from Elective Group A or B

ELECTIVE UNITS GROUP A – (General Selling Stream)

Unit code	Catagory	Unit name	Nominal hours
SIRXSLS001A	Sales	Sell products and services	20
SIRXSL002A	Sales	Advise on products and services	30
SIRXMER001A	Merchandising	Merchandise products	30
SIRXMER005A	Merchandising	Create a display	35
SIRXFIN001A	Finance	Balance point-of-sale terminal	20
SIRRPOS001A	Retail post	Process postal outlet transactions	35

ELECTIVE UNITS GROUP B – (General Food Selling Stream)

Unit code	Catagory	Unit name	Nominal hours
SIRRFSA001A	Food safety	Apply retail food safety practices	40
SFIDIST202B	Merchandising	Retail fresh, frozen and live seafood	20
SIRRMER001A	Merchandising	Merchandise food products	25
SIRRMER002A	Merchandising	Pack and display meat products	25
SIRRMER003A	Merchandising	Prepare and display fast food items	25
SIRRMER004A	Merchandising	Prepare and display bakery products	25
SIRRRPK001A	Product knowledge	Advise on food products and services	24
SIRRRPK002A	Product knowledge	Advise on meat products	20
SIRRRPK003A	Product knowledge	Advise on fast food products	20
SIRRRPK004A	Product knowledge	Advise on bakery products	20
SIRRRPK005A	Product knowledge	Advise on seafood products	20

PLUS

2 GENERAL ELECTIVE UNITS

A maximum of 2 elective units may be selected from the General Elective Units listed below. 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.

Unit code	Category	Unit name	Nominal hours
BSBCM212A	Administration	Handle mail	20
SIRXADM001A	Administration	Apply retail office procedures	20
SIRXADM002A	Administration	Coordinate retail office	35
BSBCM205A	Computer operations	Use business technology	30
SIRXICT002A	Computer operations	Use computers as part of business and e-commerce processes	35
SIRXFIN001A	Finance	Balance point-of-sale terminal	20
SIRXFIN002A	Finance	Perform retail financial duties	25
SIRRFSA001A	Food safety	Apply retail food safety practices	40
TDTA1197B	Goods handling	Package goods	20
TDTA2197B	Goods handling	Despatch stock	20
TDTD197B	Goods handling	Shift materials safely using manual handling methods	20
SIRXINV002A	Inventory	Maintain and order stock	35
SFIDIST202B	Merchandising	Retail fresh, frozen and live seafood	20
SIRRMER001A	Merchandising	Merchandise food products	25
SIRRMER002A	Merchandising	Pack and display meat products	25
SIRRMER003A	Merchandising	Prepare and display fast food items	25
SIRRMER004A	Merchandising	Prepare and display bakery products	25
SIRXMER001A	Merchandising	Merchandise products	30
SIRXMER005A	Merchandising	Create a display	35
SIRXMPR002A	Marketing	Provide marketing and promotion program support	30
SIRXMPR003A	Marketing	Conduct telemarketing	35
THHGHS01B	OHS	Follow workplace hygiene procedures	18
BSBSLS301A	Product knowledge	Develop product knowledge	5
SIRRRPK001A	Product knowledge	Advise on food products and services	24
SIRRRPK002A	Product knowledge	Advise on meat products	20
SIRRRPK003A	Product knowledge	Advise on fast food products	20
SIRRRPK004A	Product knowledge	Advise on bakery products	20
SIRRRPK005A	Product knowledge	Advise on seafood products	20
SIRRRPK006A	Product knowledge	Recommend liquor products	35

SIRXRPK001A	Product knowledge	Recommend health and nutritional products and services	25
SIRXRPK002A	Product knowledge	Recommend hair, beauty and cosmetic products and services	25
SIRRRPK014A	Product knowledge	Recommend specialized products and services	35
THHBKA01B	Retail Food	Organise and prepare food	25
THHBKA03B	Retail Food	Receive and store kitchen supplies	10
THHBFB09B	Retail Food	Provide responsible service of alcohol	10
THHBFB10B	Retail Food	Prepare and serve non-alcoholic beverages	15
THHBFB12B	Retail Food	Prepare and serve espresso coffee	30
SIRRPOS001A	Retail Post	Process postal outlet transactions	35
SIRRPOS002A	Retail Post	Handle mail received in a retail environment	20
SIRRPOS003A	Retail Post	Deliver mail in a retail environment	20
SIRXSL001A	Sales	Sell products and services	20
SIRXSL002A	Sales	Advise on products and services	30

Nominal hours: 340 – 430