

Certificate II in Retail SIR20207

This course is suitable for those wishing to be employed in retail settings such as fast food, supermarkets and department stores.

It is also appropriate for VET in schools programs.

There are 14 units in total,
of which 9 are core and 5 are electives:

Core units:

- Apply point-of-sale handling procedures
 - Interact with customers
- Organise and maintain work areas
- Communicate in the workplace
 - Operate retail technology
- Work effectively in a retail environment
 - Perform stock control procedures
 - Apply safe working practices
 - Minimise theft

And 5 electives for a take-away business could be:

- Apply retail food safety practices
 - Merchandise food products
- Prepare and display fast food items
 - Prepare and serve non-alcoholic beverages
- Prepare and serve espresso coffee

This qualification is suitable for an Australian Apprenticeships pathway.



Certificate III in Retail SIR30207

Job suitability as for Certificate II in Retail but will also entail some supervisory capacity.

Comprising 3 core and 7 elective units.

A qualification suitable for a food retailing business could be:

- Maintain store safety
- Maintain store security
- Build relationships with customers
 - Organise and prepare food
- Receive and store kitchen supplies
 - Prepare and serve non-alcoholic beverages
- Prepare and serve espresso coffee
 - Balance point-of-sale terminal
 - Monitor food safety program
- Develop innovative ideas at work

This qualification is suitable for an Australian Apprenticeships pathway.

Certificate III in Retail SIR30207

Job suitability as for Certificate II in Retail but will also entail some supervisory capacity.

Comprising 3 core and 7 elective units.

A qualification suitable for a small general retailing business could be:

- Maintain store safety
- Maintain store security
- Coordinate interaction with customers
- Recommend books or newsagency services
 - Hire and sell video and DVD products and services
- Coordinate merchandise presentation
 - Balance point-of-sale transactions
- Operate retail information technology systems
- Exercise initiative in a business environment
 - Coordinate work teams

This qualification is suitable for an Australian Apprenticeships pathway.



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