



Certificate II in Retail Services (SIR20212)

Retail Services Curriculum Framework		SIR07v3.1 Training Package and qualification		
HSC indicative hours	Retail Services (240 indicative hours) <ul style="list-style-type: none"> ▪ 7 mandatory units ▪ 2 units in Retail general selling stream ▪ plus HSC electives 	Unit code	Unit title	Status in Certificate II in Retail Services <ul style="list-style-type: none"> ▪ 8 core units plus ▪ 6 elective units <ul style="list-style-type: none"> – minimum 3 listed electives – maximum 3 other electives (AQF level 1, 2 or 3)
20	mandatory	SIRXCCS201	Apply point-of-sale handling procedures	core
20	mandatory	SIRXCCS202	Interact with customers	core
15	mandatory	SIRXCOM101	Communicate in the workplace to support team and customer outcomes	core
20	mandatory	SIRXIND101	Work effectively in a customer service environment	core
10	mandatory	SIRXRSK201	Minimise loss	core
15	mandatory	SIRXSLS201	Sell products and services	elective – listed
15	mandatory	SIRXWHS101	Apply safe work practices	core
20	Retail general selling stream	SIRXMER201	Merchandise products	elective – listed
20	Retail general selling stream	SIRXSLS002A	Advise on products and services	elective – listed
155	Sub-total – HSC indicative hours (HSC mandatory and stream units of competency)			
10	elective	SIRXCLM101	Organise and maintain work areas	core
20	elective	SIRXICT001A	Operate retail technology	core
20	elective	SIRXFIN002A	Perform retail finance duties	elective – listed
15	elective	SIRXFIN201	Balance and secure point-of-sale terminal	elective – listed
20	elective	SIRXINV001A	Perform stock control procedures	elective – listed
240	Total HSC indicative hours – 240 indicative hour course providing a total of 4 HSC credit units			