

Units of Competency

SIR20216 Certificate II in Retail Services

To complete this qualification you must demonstrate competency in a total of 12 units of which 7 are core and 5 are electives/

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 safety

SIRRFSA001 - Handle food safely in a retail environment

SIRRINV001 - Receive and handle retail stock

SIRRMER001 - Produce visual merchandise displays

SIRXIND002 - Organise and maintain the store environment

SIRXSL002 - Follow point-of-sale procedures