RTO Number 31851

NATIONALLY RECOGNISED
TRAINING

CERTIFICATE II IN RETAIL
SIR20216

STUDENT INFORMATION BOOKLET

2018

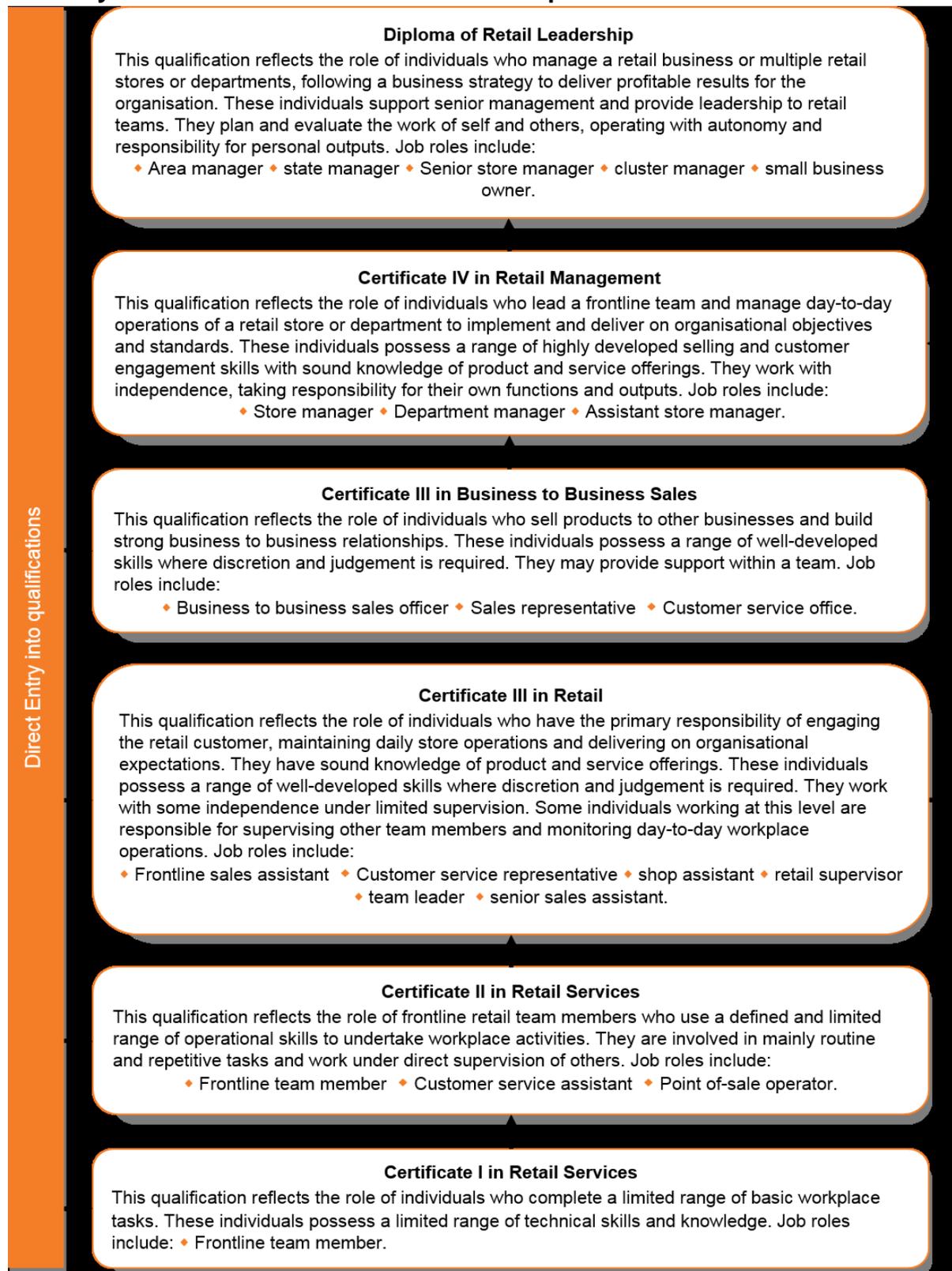**Name: _____**   **Class _____**

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.

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.

Pathways into and from SIR Retail Services qualifications

Direct Entry into qualifications

Diploma of Retail Leadership
This qualification reflects the role of individuals who manage a retail business or multiple retail stores or departments, following a business strategy to deliver profitable results for the organisation. These individuals support senior management and provide leadership to retail teams. They plan and evaluate the work of self and others, operating with autonomy and responsibility for personal outputs. Job roles include:
♦ Area manager ♦ state manager ♦ Senior store manager ♦ cluster manager ♦ small business owner.

Certificate IV in Retail Management
This qualification reflects the role of individuals who lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards. These individuals possess a range of highly developed selling and customer engagement skills with sound knowledge of product and service offerings. They work with independence, taking responsibility for their own functions and outputs. Job roles include:
♦ Store manager ♦ Department manager ♦ Assistant store manager.

Certificate III in Business to Business Sales
This qualification reflects the role of individuals who sell products to other businesses and build strong business to business relationships. These individuals possess a range of well-developed skills where discretion and judgement is required. They may provide support within a team. Job roles include:
♦ Business to business sales officer ♦ Sales representative ♦ Customer service office.

Certificate III in Retail
This qualification reflects the role of individuals who have the primary responsibility of engaging the retail customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations. Job roles include:
♦ Frontline sales assistant ♦ Customer service representative ♦ shop assistant ♦ retail supervisor ♦ team leader ♦ senior sales assistant.

Certificate II in Retail Services
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. Job roles include:
♦ Frontline team member ♦ Customer service assistant ♦ Point of-sale operator.

Certificate I in Retail Services
This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge. Job roles include: ♦ Frontline team member.

Possible job titles

- Sales Assistant
- Sales Representative
- Retail Supervisor
- Retail Manager

Qualification Structure

To attain the *Certificate II in Retail* 12 units must be achieved:
- 7 core unit; plus
- 5 elective units

Unit Code	Unit Name	Type
SIRXCEG001	Engage the customer **(Release 1)** http://training.gov.au/Training/Details/SIRXCEG001	Core
SIRXCOM001	Communicate in the workplace to support team and customer outcomes **(Release 1)** http://training.gov.au/Training/Details/SIRXCOM001	Core
SIRXIND001	Work effectively in a service environment **(Release 1)** http://training.gov.au/Training/Details/SIRXIND001	Core
SIRXIND003	Organise personal work requirements **(Release 1)** http://training.gov.au/Training/Details/SIRXIND003	Core
SIRXPDK001	Advise on products and services **(Release 1)** http://training.gov.au/Training/Details/SIRXPDK001	Core
SIRXRSK001	Identify and respond to security risks **(Release 1)** http://training.gov.au/Training/Details/SIRXRSK001	Core
SIRXWHS002	Contribute to workplace health and safety **(Release 1)** http://training.gov.au/Training/Details/SIRXWHS002	Core
SIRRINV001	Receive and handle retail stock **(Release 1)** http://training.gov.au/Training/Details/SIRRINV001	Elective
SIRRMER001	Produce visual merchandise displays **(Release 1)** http://training.gov.au/Training/Details/SIRRMER001	Elective
SIRXSLS002	Follow point-of-sale procedures **(Release 1)** http://training.gov.au/Training/Details/SIRXSLS002	Elective
BSBWOR203	Work effectively with others **(Release 2)** http://training.gov.au/Training/Details/BSBWOR203	Elective
HLTAID003	Provide first aid **(Release 6)** http://training.gov.au/Training/Details/HLTAID003	Elective

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SIRXCEG001   Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

http://training.gov.au/Training/Details/SIRXCEG001

SIRXCOM001   Communicate in the workplace to support team and customer outcomes

This unit describes the performance outcomes, skills and knowledge required to use effective communication techniques with colleagues and customers from diverse backgrounds, and to complete work as part of a team.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate under the supervision and guidance from others, and within established organisational policies and procedures.

http://training.gov.au/Training/Details/SIRXCOM001

SIRXIND001   Work effectively in a service environment (Release 1)

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

http://training.gov.au/Training/Details/SIRXIND001

SIRXIND003   Organise personal work requirements

This unit describes the performance outcomes, skills and knowledge required to organise and prioritise individual work requirements. It requires the ability to identify tasks for completion, complete tasks according to workplace requirements and respond to changes in personal work requirements.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles.

http://training.gov.au/Training/Details/SIRXIND003

SIRXPDK001   Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

http://training.gov.au/Training/Details/SIRXPDK001

SIRXRSK001   Identify and respond to security risks

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

It applies to individuals at all levels working in frontline roles in a diverse range of industry sectors and business contexts.

http://training.gov.au/Training/Details/SIRXRSK001

SIRXWHS002   Contribute to workplace health and safety

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice.

This unit applies to individuals working at all levels in a diverse range of industry sectors and business contexts.

The unit incorporates the requirement for all employees under state and territory Work Health and Safety (WHS) legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace.

http://training.gov.au/Training/Details/SIRXWHS002

SIRRINV001   Receive and handle retail stock

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock. It requires the ability to check stock quality and quantity against order requirements; store or present stock correctly; and maintain cleanliness of stock-handling areas.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller retail businesses, senior personnel also undertake this function.

http://training.gov.au/Training/Details/SIRRINV001

SIRRMER001   Produce visual merchandise displays

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

This unit applies to all businesses that sell retail merchandise. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller businesses, senior personnel might also undertake this function.

http://training.gov.au/Training/Details/SIRRMER001

SIRXSLS002   Follow point-of-sale procedures

This unit describes the performance outcomes, skills and knowledge required to follow point-of-sale work systems, process transactions and complete sales.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

http://training.gov.au/Training/Details/SIRXSLS002

BSBWOR203   Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

http://training.gov.au/Training/Details/BSBWOR203

HLTAID003 - Provide first aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

http://training.gov.au/Training/Details/HLTAID003

Binnacle Training Course Outline

Seton College partners with Binnacle Training (31319) to provide all required resources for this unit. Seton College trainers train and assesses the HLTAID003 First Aid Unit of Competency to students studying the Certificate II in Retail. There are no additional costs to the students for this unit of competency. All costs are covered by the school.

Binnacle Training issue a statement of attainment on successful completion of this unit of competency.

A credit transfer will be recorded on the Student Data Capture System (SDCS). This unit of competency is advertised in the Senior Subject Selection Handbook.

WHY UNDERTAKE THIS COURSE?

The flagship nationally recognised first aid course – Provide first aid (HLTAID003) - covers a broad range of topics to enable participants to confidently manage emergency situations and provide a first aid response to a casualty. It is suitable to both people in workplaces and members of the public who want training in first aid.

Most workplaces require a specific number of people to successfully complete this qualification.

NATIONALLY RECOGNISED TRAINING

COURSE FORMAT AND DURATION

{Select format}

- **School Term Delivery:** 10 lessons

- **One-Day Delivery (with Knowledge Pre-Completed):** Practical may be completed in approximately 5 hours.
  IMPORTANT: All knowledge assessment must be completed by participants prior to this one-day delivery format.

- **Teacher (as participant) Self-Paced:** Practical may be completed in a 60 minute timeslot in groups of up to 6.
  IMPORTANT: All knowledge assessment must be completed by participants prior to this one-day delivery format.

- **Two-Day Delivery:** 10 hours (2 days x 5 hours).

TOPICS OF STUDY

Topics of study include:

- Emergency Management
- Assessing the Scene
- CPR and Defibrillation
- Injuries and Trauma
- Conditions
- Bites and Stings

LEARNING AND ASSESSMENT

Course delivery will combine both class-based learning and practical components using a range of different emergency scenarios and equipment, including:

- Resuscitation manikins (adult and infant), including face masks
- Bandages
- Puffer and spacer device
- Adrenaline auto-injector training device
- Training defibrillator

Evidence contributing towards competency will be collected throughout the course, including knowledge and mini practical and major practical assessments, undertaken in small groups.

COST

$33.00 = Binnacle Training Fee (paid by the school)

School Covers Total Cost = School training component, if applicable

IMPORTANT
Program Disclosure Statement (PDS)

This Course Outline is to be read in conjunction with Binnacle Training's Program Disclosure Statement (PDS). The PDS sets out the services and training products Binnacle Training provides and those services carried out by the 'Partner School' (i.e. the delivery of training and assessment services).

To access Binnacle's PDS, visit:
http://www.binnacletraining.com.au/rto.php *and select 'RTO Files'.*

COURSE ORGANISATION – TRAINING PLAN

4 LESSONS PER WEEK FOR TWO SEMESTERS

PROPOSED DELIVERY & ASSESSMENT SCHEDULE

Term	Topic / Theme / Guidelines	Units of competency
1	Work health and safety Identify and respond to security risks Provide First Aid Organise personal work requirements	SIRXWHS002 SIRXRSK001 HLTAID003 SIRXIND003
2	Engage the customer Communicate in the workplace to support team and customer outcomes Work effectively in a service environment Work effectively with others	SIRXCEG001 SIRXCOM001 SIRXIND001 BSBWOR203
3	Produce visual merchandise displays Receive and handle retail stock Advise on products and services Follow point of sale procedures .	SIRXMER001 SIRXINV001 SIRXPDK001 SIRXSLS002
4	An integrated project which reflects the units studied in the course	

ASSESSMENT

Competency Based Assessment

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course

Assessment in these units will consist of:

- Observation checklist
- Questions checklist
- Review of product /service against specifications
- Review folio of work against specifications
- Third party report

All assessment tools will address the performance and knowledge evidence (including foundation skills) required as evidence for the unit of competency

AQF SKILLS LEVEL – Certificate II

Summary	Graduates at this level will have knowledge and skills for work in a defined context and/or further learning
Knowledge	Graduates at this level will have basic factual, technical and procedural knowledge of a defined area of work and learning
Skills	Graduates at this level will have basic cognitive, technical and communication skills to apply appropriate methods, tools, materials and readily available information to: • undertake defined activities • provide solutions to a limited range of predictable problems
Application of knowledge and skills	Graduates at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts and within narrow parameters

*** For more information on Certificate II in Retail refer to the*

Seton College Homepage

➢ *Life at Seton*

    ➢ *Curriculum*

        ➢ *Vocational Education*

CREDIT TRANSFER

Credit Transfer recognises previous formal learning. It is a system whereby successfully completed units of study from one course can be transferred to another course

For example. If you have completed a "workplace communication unit" in Business it may also be the same for the Active Volunteering.

Therefore you only have to do the unit once.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the credit outcomes of an individual application for credit.

a) Formal learning referees to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (eg, a certificate, diploma or university degree);

b) Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (eg, in-house professional development programs conducted by a business); and

c) Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (eg the acquisition of interpersonal skills developed through several years as a sales representative).

RPL CHECKLIST FOR STUDENTS

To ensure an effective RPL process, students should:

Remember, you can only apply for RPL at the beginning of each semester. The steps below are in sequential order. Use the boxes on the left to tick when you have completed that step.

☐ Obtain information about RPL

☐ Obtain a copy of the Units of Competency for the vocational training program(s) of your subject

☐ Read the relevant learning outcomes or competencies for the training program/s

☐ Complete a self-assessment form for each unit

(i) assess your abilities/competencies, with the guidance from your teacher and/or counsellor in the learning outcomes or competencies in the training programs

(ii) decide if you think you possess the knowledge and skills of the learning outcome or competencies in the training programs and if so, you should apply for RPL

☐ Complete an RPL Application Form within 5 days of completing step 4

☐ Gather evidence that supports your application

☐ Give the completed RPL Application Form and evidence to your teacher

- ☐ Receive notification from your teacher to show either:
    - *(i)   that you have gained RPL*
    - *(ii) that you need to supply more information AND/OR attend an interview*
    - *(iii) that you have not gained full/partial RPL and you receive feedback*
- ☐ **(If you are successful)** you will be exempt from those learning outcomes or competencies in the training program.
    - o   ensure your Units of Competency are signed off
- ☐ **(If you were partially successful)** you may decide to progress more quickly through the training program by completing only those aspects for which you do have prior learning. This completes the RPL process for your application
- ☐ **(If you were unsuccessful)** you may decide to request an RPL Appeals Form that must be lodged within 7 days of written notification that you were initially unsuccessful.
- ☐ Gather further evidence that supports your application
- ☐ Submit your completed RPL Appeals Form and further evidence to the nominated person in the school's appeals policy, who will arrange for a second suitably qualified person to assess the evidence
- ☐ Receive a notification about whether either:
    - (iv) *you have gained RPL or*
    - (v)   *you have not gained full/partial RPL and receive feedback*
- ☐ Seek to progress more quickly through the training program by completing only those aspects for which you do not have prior learning.