COURSE OUTLINE
SIR20212 Certificate II in Retail Services

Smart City Vocational College offers this course through:

- School based traineeships as new entrants to the industry
- Traineeship

This course outline provides an overview of the delivery and information about the cost of the training and any funded training opportunities. The units currently offered by Smart City Vocational College in this qualification are also listed within this document.

QUALIFICATION INFORMATION

SIR20212 CERTIFICATE II IN RETAIL SERVICES
This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Possible job titles
  - sales assistant
  - customer service assistant
ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, you will be required to complete a Language, Literacy and Numeracy Assessment before commencing in this qualification with Smart City Vocational College.

Learners wishing to undertake this program through a traineeship or school-based traineeship in Queensland will be required to meet specific program entry requirements, including;

- must meet the eligibility requirements for an Australian Government’s Australian Apprenticeship
- meet the eligibility for funded training through Queensland User Choice program,
- be employed or hosted within an appropriately resourced retail environment
- be signed into a valid and registered training contract,
- be supervised in the workplace.

Additional requirements for a school based traineeship include;

- be currently enrolled in school in Queensland,
- be in a traineeship that impacts on their school timetable through a combination of school, work and training,
- must be undertaking paid employment for a minimum of 50 days or 375 hours per twelve month period.

Please contact your local campus to obtain information on these requirements.

PATHWAYS INTO THE QUALIFICATION

Individuals may undertake the qualification with little or no experience in the industry.

PATHWAYS FROM THE QUALIFICATION

After achieving SIR20212 Certificate II in Retail Services, individuals may undertake:

- SIR30212 Certificate III in Retail Operations
- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales

Please note, these higher qualifications are not currently offered by Smart City Vocational College.

MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

The delivery mode for this course include:

- Combined work based* and classroom learning
- Work based*
- School-based traineeship in QLD
- Traineeship

*Please note: A program using work-based delivery, is restricted to learners that currently hold positions within organisations where it is agreed that the learner can gain access to resources, facilities, supervision and information necessary for their training and assessment.
All learners will also require access to:

- Internet, for research purposes
- Workplace policies and procedures manual (or similar documentation) for assistance in completing assessment activities (where required)

**DURATION**

School-based Traineeship  up to 24 months part time

Traineeship  12 months (full-time)

**COURSE COST**

- **School-based traineeship**
  Learners in Queensland wishing to enrol in a traineeship must be employed and signed up as a trainee by an Australian Apprenticeship Support Network. The Student Contribution Fees are a learner’s contribution to the cost of tuition. However due to the nature of this program, being school-based, there are no Student Contribution Fees.

  Should the learner convert their traineeship to part or full time after the completion of school to complete their studies, the student contribution fee will apply to any units of competency not yet commenced.

  Student Contribution Fees  $1.60 per nominal hour
  * Concessions apply to applicable learners (refer to Learner Handbook)

- **Traineeship**
  Student Contribution Fees  $1.60 per nominal hour
  * Concessions apply to applicable learners (refer to Learner Handbook)
LICENSING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS
Not Applicable
There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

RANGE OF ASSESSMENTS
- Methods of assessment to cover a range of evidence gathering, for example, written questions and answers, observation, verbal questioning, supplementary evidence including, evidence portfolio, photographic evidence, workbook activities, log book
- Assessment can be modified where necessary.
- Recognition of your current skills and or past experience/qualifications (RCC/RPL).

Please discuss your learning needs with us. Whilst the Elements/Performance Criteria are required to be at a consistent standard, there is scope to modify either delivery of training (reasonable adjustment) or how your competencies are assessed to ensure that you succeed with your chosen area of training.

*When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet, for example typing/writing your name, unit of competency code, and page number on all documents etc.*

CREDIT TRANSFER/NATIONAL RECOGNITION
Credit transfer is where you may have completed Units or a course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

CAMPUS/STUDY HUBS
Smart City Vocational College’s extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity’s campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids’ play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.
COMPLAINTS/APPEALS
Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring Learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with Learners.
Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to Learner Handbook for further information.

SUPPORT SERVICES
If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff/Indigenous Student Support Officers, 5 days per week between the hours of 8.30am and 4.30pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours

LEARNER’S ROLE
As an enrolled Learner of Smart City Vocational College, you will need to be able to:
• Study independently
• Commit a suitable amount of time to your study and actively work to complete enrolled units
• Submit assessments by the due date
• Balance your work, personal life and study priorities throughout the training
• Trainees and School-based trainees are required to keep and complete a training record book throughout their training.

Further information about your roles and responsibility as a Learner are listed in the Learner Handbook as available on the Smart City website and provided on enrolment.
USI (Unique Student Identifier)

All Learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

APPLY FOR YOUR OWN USI

It is free and easy for you to create your own USI online. Visit the USI website at usi.gov.au and select the ‘Create a USI’ link and follow the steps.

ONCE YOU CREATE YOUR USI

Once you create your USI you will need to notify Smart City of your USI number and any other training organisation you study with so your training outcomes can be linked. You will be able to:

- View and update your details in your USI account;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- Control access to your transcript from 2015; and
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

For more information you can:

- Watch the short information video from the Australian Government at https://www.youtube.com/watch?v=HRYaaF-B7Ho (or search Unique Student Identifier (USI) – Student Video on YouTube).
- Visit the website: www.usi.gov.au
- Visit our website www.smartcitycollege.edu.au and review our learner handbook
## EMPLOYABILITY SKILLS SUMMARY
SIR20212 Certificate II in Retail Services - The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry requirements for this qualification include</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values persuade customers to purchase goods by communicating their features and benefits regularly carry out verbal instructions from other team members and supervisors read and interpret workplace documents, complete written workplace forms and share work-related information with other team members</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>work collaboratively with other team members, supporting the team, respecting and understanding others’ views, and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>demonstrate sensitivity to customer needs and concerns anticipate problems and act to avoid them where possible solve problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending on store policy and procedures</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role positively accept and adapt to changes in procedures or arrangements at the store level take positive action to report hazards or risk situations to supervisors</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>understand how a personal job role fits into the context of the wider business values and directions plan daily work tasks and priorities in the context of the job role to achieve outcomes within set timelines plan tasks to work safely and manage risk according to store procedures</td>
</tr>
<tr>
<td><strong>Self-management</strong></td>
<td>understand and follow store policies regarding work availability, rosters and work duties work within the store culture by practising inclusive behaviour manage personal presentation, hygiene and time prioritise and complete delegated tasks under instruction</td>
</tr>
<tr>
<td><strong>Learning</strong></td>
<td>identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best accept opportunities to learn new ways of doing things and implement changes under instruction in the context of store procedures</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>select and use a range of retail technology, such as point-of-sale systems, according to available equipment and store procedures recognise and report faulty equipment and follow store occupational health and safety procedures</td>
</tr>
</tbody>
</table>
14 units of competency are required to complete this qualification.

8 Core unit plus 6 elective units; the 6 elective units are listed below.

<table>
<thead>
<tr>
<th>Unit number</th>
<th>Title</th>
<th>Elements</th>
<th>Nominal Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIRXCCS201</td>
<td>Apply point of sale handling procedures</td>
<td>Operate point-of-sale equipment. Ensure accuracy of transactions Perform point-of-sale transactions Complete sales Wrap and pack goods.</td>
<td>20</td>
</tr>
<tr>
<td>SIRXCCS202</td>
<td>Interact with customers</td>
<td>Deliver service to customers Respond to customer complaints Receive and process sales orders Identify special customer requirements</td>
<td>30</td>
</tr>
<tr>
<td>SIRXCOM101</td>
<td>Communicate in the workplace to support team and customer outcomes</td>
<td>Communicate face-to-face with customers Use technology to communicate with customers Communicate with customers and colleagues from diverse backgrounds Work in a team Read and interpret retail documents</td>
<td>40</td>
</tr>
<tr>
<td>SIRXCLM101</td>
<td>Organise and maintain work areas</td>
<td>Organise work area Clean work area Handle potential hazards</td>
<td>20</td>
</tr>
<tr>
<td>SIRXICT001A</td>
<td>Operate retail technology</td>
<td>Maintain retail equipment Apply keyboard skills Operate data entry equipment</td>
<td>20</td>
</tr>
<tr>
<td>SIRXIND101</td>
<td>Work effectively in a customer service environment</td>
<td>Work within organisational requirements Support the work team Maintain personal presentation Develop effective work habits</td>
<td>45</td>
</tr>
<tr>
<td>SIRXWHS101</td>
<td>Apply safe work practices</td>
<td>Apply basic safety procedures Apply basic emergency procedures</td>
<td>20</td>
</tr>
<tr>
<td>SIRXRSK201</td>
<td>Minimise loss</td>
<td>Apply routine store security Minimise theft Use stock efficiently</td>
<td>25</td>
</tr>
<tr>
<td>SIRXIND102</td>
<td>Plan a career in the retail industry</td>
<td>Explore career opportunities and preferences Identify skill development requirements Plan retail career progression</td>
<td>20</td>
</tr>
<tr>
<td>SIRXMER202</td>
<td>Plan, create and maintain displays</td>
<td>Identify requirements for displays Develop display ideas Plan and build displays Maintain displays</td>
<td>35</td>
</tr>
<tr>
<td>SIRXINV001A</td>
<td>Perform stock control procedures</td>
<td>Receive and process incoming goods Rotate stock</td>
<td>35</td>
</tr>
<tr>
<td>SIRXSLS201</td>
<td>Sell products and services</td>
<td>Develop and apply product knowledge Approach customer Gather and respond to information Sell benefits Overcome objections Close sale Maximise sales opportunities</td>
<td>20</td>
</tr>
</tbody>
</table>
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</thead>
</table>
| SIRXMER201   | Merchandise products                | Place and arrange merchandise  
Prepare and apply labels and tickets.  
Maintain displays  
Protect merchandise          | 30                      |
| SIRXLS002A   | Advise on products and services    | Develop product and service knowledge  
Recommend specialised products or services | 30                      |

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**HEAD OFFICE**

07 54436375  
35 Dalton Drive  
MAROOCHYDORE QLD 4551

**CAMPUS LOCATIONS**

The Certificate II in Retail qualification can be delivered from any Queensland Campus (dependent on demand). Please refer to our website for Campus Locations.

www.smartcitycollege.edu.au