



CASTLE PERSONNEL

**SIR20207**

## **Certificate II in Retail - Course Outline**

### **SIRXCCS001A Apply point-of-sale handling procedures**

This unit describes the performance outcomes, skills and knowledge required to operate point of sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation.

### **SIRXCCS002A Interact with customers**

This unit describes the performance outcomes, skills and knowledge required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify special customer requirements.

### **SIRXCLM001A Organise and maintain work areas**

This unit describes the performance outcomes, skills and knowledge required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.

### **SIRXCOM001A Communicate in the workplace**

This unit describes the performance outcomes, skills and knowledge required for effective communication with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, and reading and interpreting retail documents.

### **SIRXICT001A Operate retail technology**

This unit describes the performance outcomes, skills and knowledge required to operate a variety of retail equipment. It involves identifying the correct equipment required for a given task, maintaining retail equipment, applying keyboard skills and operating data entry equipment.

### **SIRXIND001A Work effectively in a retail environment**

This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.

### **SIRXINV001A Perform stock control procedures**

This unit describes the performance outcomes, skills and knowledge required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods.

### **SIRXOHS001A Apply safe working practices**

This unit encompasses the National Occupational Health and Safety Commission (NOHSC) guidelines for occupational health and safety. It describes the performance outcomes, skills and knowledge required to maintain a safe work environment for staff, customers and others. It involves observing basic safety and emergency procedures.

### **SIRXRSK001A Minimise theft**

This unit describes the performance outcomes, skills and knowledge required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers or terminals and keys.

### **SIRXSLS001A Sell products and services**

This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

### **SIRXSLS002A Advise on products and services**

It describes the performance outcomes, skills and knowledge required to apply a depth of specialist or general product knowledge and a need for experience and skill in offering advice to customers.

### **SIRXFIN001A Balance point-of-sale terminal**

This unit describes the performance outcomes, skills and knowledge required to balance a register or terminal in a retail environment. It involves clearing the register, counting money, calculating noncash transactions and reconciling takings.

### **SIRXMER001A Merchandise products**

This unit describes the performance outcomes, skills and knowledge required to merchandise products within a retail store. It involves the arrangement and presentation of merchandise, setting up and maintaining displays and labelling and pricing stock.

### **SIRXMER005A Create a display**

This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business.

