

# SIR30207

## Certificate III in Retail

### Course information and vocational outcomes

This qualification provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team. This qualification is suitable for an Australian Apprenticeship pathway.

Participants in this course could become sales assistants, customer service representatives, crew members, or checkout operators. They could perform such tasks as: providing in-depth product and service advice in a retail environment

- selling products and services in variety of retail settings
- supervising a checkout area
- leading a team preparing and selling fast food items
- leading a department team within a large store or supermarket
- acting as an assistant to a manager of a small to medium store
- organising and maintaining work areas and displays
- carry out specific responsibilities, such as merchandising.

#### Entry requirements:

There two entry options for this qualification.

1. Be competent at the following units which consist of the core units for Certificate II in Retail:
  - SIRXCCS001A - Apply point-of-sale handling procedures
  - SIRXCCS002A - Interact with customers
  - SIRXCLM001A - Organise and maintain work areas
  - SIRXCOM001A - Communicate in the workplace
  - SIRXICT001A - Operate retail technology
  - SIRXIND001A - Work effectively in a retail environment
  - SIRXINV001A - Perform stock control procedures
  - SIRXOHS001A - Apply safe working practices
  - SIRXRSK001A - Minimise theft
2. Have sufficient relevant retail employment experience. A current or previous job role that involves or has involved the application of the above competencies would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency. Examples of evidence to support a determination could include: job descriptions and references from current or past employers, and/or an entry interview to determine what competencies have been applied in the retail environment in a paid or voluntary capacity.

To achieve Certificate II in Retail ten units of competence must be completed. These units consist of:

- all three core units
- seven elective units

- A minimum of five elective units must be selected from the Elective Units listed below. A maximum of two of these electives may be selected from the Product Knowledge functional category.
- A maximum of two elective units may be selected from another endorsed Training Package or accredited course. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package.
- Elective units must be additional to those already counted towards a lower level qualification within this Training Package.
- In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

### **Employability Skills:**

The following is a summary of the employability skills for this qualification. It should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options. Employability Skill Industry/enterprise requirements for this qualification include:

#### **Communication:**

- Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values.
- Regularly carry out verbal instructions from other team members and supervisors
- Read and interpreting simple workplace documents, complete simple written workplace forms and share work related information with other team members

#### **Teamwork:**

- Effectively participate in retail store teams; working independently to complete own tasks and also supporting other team members where appropriate.
- Lead small retail teams where required in the context of the job role; mentoring and supporting other team members

#### **Problem solving:**

- Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible.
- Solve a range of operational retail store problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions

#### **Initiative and enterprise:**

- Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role.
- Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level

#### **Planning and organising:**

- Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current store situation; and coordinate resources to ensure that work is carried out according to timelines and priorities
- Coordinate and or implement changes arising from continuous improvement processes

**Self management:**

- Understand how a personal job role fits into the context of the wider business values and directions
- Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks
- Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.

**Learning:**

- Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work
- Seek opportunities for formal education in the context of a current role or future retail job opportunities
- Accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members.

**Technology:**

- Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures
- Recognise and report faulty equipment and follow store occupational health and safety procedures
- This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

The nominal hours for this course are between 220 and 350 hours.

Completion of this course carries with it a Nationally Recognised Certificate.

## Course content

### Core units:

- **SIRXOHS002A - Maintain store safety (35 nominal hours)**  
*(This unit is based on the National Occupational Health and Safety Commission (NOHSC) guidelines and describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment. This unit contains employability skills. This unit involves informing and involving team members with regard to OHS, monitoring and maintaining a safe work environment, implementing emergency procedures, identifying the need for OHS training, and maintaining OHS records.)*
  1. Inform team members
  2. Involve team members
  3. Monitor and maintain a safe work environment
  4. Implement emergency procedures
  5. Identify need for OHS training
  6. Maintain OHS records
  
- **SIRXRSK002A - Maintain store security (20 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment. It involves implementing store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft. This unit contains employability skills. This unit requires the team member to interpret, apply and monitor security procedures according to store policy, industry codes of practice, relevant legislation and statutory requirements. It includes maintaining frontline security as well as reporting security concerns and providing ongoing supervision and training for staff on security procedures.)*
  1. Monitor and maintain store security
  
- **SIRXCCS003A – Coordinate interaction with customers (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team. This unit contains employability skills. This unit requires a demonstrated ability to coordinate a customer service team, provide accurate feedback to management on operational and procedural matters related to customer service, and supervise the resolution of customer complaints according to store policy. Those with managerial responsibility undertake this role.)*
  1. Implement customer service standards
  2. Implement store policy regarding customer complaints
  3. Communicate with management
  4. Lead customer service team

OR

- **SIRXSL004A – Build relationships with customers (35 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations. This unit contains employability skills. This unit applies to senior sales personnel. It requires the development and maintenance of expert knowledge to provide accurate product information to customers, including post-sales support; and communication, analysis and sales techniques to plan and implement sales presentations, build positive relationships with customers, and resolve customer complaints.)*

1. Establish rapport with customers
2. Apply expert knowledge
3. Provide post sales support
4. Plan sales presentations
5. Implement sales presentation
6. Maintain and utilise a customer database
7. Deal with difficult customers

## Elective units

### Administration:

- **SIRXADM002A - Coordinate retail office (35 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to coordinate a retail office. It involves maintaining office procedures, processing data in response to information requests, composing reports and correspondence, maintaining recording and filing systems and maintaining digital storage media and computer filing systems. This unit contains employability skills. This unit requires the team member to implement workplace office procedures to coordinate a retail office, responding accurately and appropriately to requests for information and maintaining records and filing systems, including computerised records, according to store policy. Those with managerial responsibility undertake this unit.)*

1. Maintain office procedures
2. Process data in response to information requests
3. Compose reports and correspondence
4. Maintain existing recording and filing systems
5. Maintain computer storage media
6. Maintain computer filing system

### Client and customer service:

- **SIRXCCS003A - Coordinate interaction with customers (30 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team. This unit contains employability skills. This unit requires a demonstrated ability to coordinate a customer service team, provide accurate feedback to management on operational and procedural matters related to customer service, and supervise the resolution of customer complaints according to store policy. Those with managerial responsibility undertake this role.)*

1. Implement customer service standards
2. Implement store policy regarding customer complaints
3. Communicate with management
4. Lead customer service team

## Finance:

- **SIRXFIN001A – Balance point-of-sale terminal (20 nominal hours)**  
*(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 non-cash transactions and reconciling takings. This unit is undertaken with some supervision. It requires the team member to apply store policy and procedures to accurately and efficiently balance a register or terminal, maintain a cash float, reconcile cash and non-cash transactions and record takings. This unit contains employability skills.)*
  1. Remove takings from register or terminal
  2. Reconcile takings
  
- **SIRXFIN003A – Produce financial reports (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to produce financial reports in a retail environment. It involves entering payment summaries into journals, reconciling accounts to balance, preparing bank reconciliations, and receiving and documenting payments and takings. It also involves dispatching statements to debtors, dispatching payments to creditors and preparing financial reports. This unit contains employability skills. This unit is undertaken with some supervision. It requires the team member to apply store policy and procedures to produce accurate financial reports. It requires the accurate and effective recording of data for preparation of trial balances, and receiving, recording and dispatching records and payments to debtors and creditors.)*
  1. Enter payment summaries into journals
  2. Reconcile accounts to balance
  3. Prepare bank reconciliations
  4. Receive and document payments and takings
  5. Dispatch statements to debtors and follow up outstanding accounts
  6. Dispatch payments to creditors
  7. Generate financial documents

## Franchising:

- **BSBFRA301A - Work within a franchise (30 nominal hours)**  
*(This unit specifies the outcomes required of an employee working within a franchise to contribute to the successful operation of the business within a framework of compliance requirements. This unit covers identifying and confirming own role and responsibilities, identifying and actioning own compliance requirements, assisting others to work within the franchise, and reviewing own contribution to the successful operation of the franchise. It applies to employees within franchisees operating under formal franchising agreements.)*
  1. Clarify requirements for working within a franchise
  2. Clarify own contribution to meeting compliance
  3. Assist others in meeting assigned roles and responsibilities
  4. Review own contribution to franchise operations

## Food safety:

- **SIRRFSA002A – Monitor food safety program (35 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to monitor the implementation of a food safety program across an entire process within a retail food store or department and providing support and guidance to frontline team members. This unit contains employability skills. This unit applies to supervising frontline service personnel involved in preparing, displaying and selling retail food. It involves monitoring the implementation of the store or department food safety program based on hazard analysis and critical control point (HACCP) and coordinating corrective action, where required, to ensure compliance with food safety standards. **Prerequisite Unit:** SIRRFSA001A ‘Apply retail food safety practices’. )*

1. Monitor implementation of the food safety program
2. Respond to occurrences of non-compliance
3. Contribute to continuous improvement

## Human resources management:

- **TAAASS301B - Contribute to assessment (10 nominal hours)**

*(This unit specifies the competence required to contribute to the assessment process. This unit contains employability skills. This unit addresses the competence of assisting in the assessment process by collecting evidence to support a candidate's demonstration of competence. It involves the collection, examination, documentation and presentation of quality evidence which contributes to the assessment decision against the relevant competency standard. This competency is performed under the following conditions: the necessary assessment tools and assessment resources to guide the evidence collection process have been provided any adjustments to tools are determined by the qualified assessor, as defined by the Australian Quality Training Framework (AQTF) and the assessor requirements of the relevant Training Package. the qualified assessor provides guidance and supervision. Achievement of this unit requires competency in observation skills, effective communication and interpersonal skills and applied knowledge of the principles of assessment and the rules of evidence. The competency specified in this unit is typically required by an individual who may have technical/vocational expertise and/or may have a supervisory or mentoring/coaching work role, and for whom collecting evidence for assessment is an adjunct to principal work responsibilities. It may have application in a range of circumstances including: where the organisation uses a team assessment approach in rural/remote areas where access to qualified assessors may be limited (and where assessor guidance can be provided by technology) as part of the assessment arrangements for collecting evidence over a period of time and in a range of contexts.)*

1. Clarify role and responsibilities in the assessment process
2. Confirm organisational arrangements for evidence gathering
3. Collect evidence in accordance with the assessment plan
4. Record and report findings

- **TAADEL301B - Provide training through instruction and demonstration of work skills (40 nominal hours)**

*(This unit specifies the competency required to conduct individual and group instruction and demonstration of work skills. Demonstration of work skills is typically provided by experienced workers or supervisors in the workplace. The focus of this instruction is usually on specific learner and organisation requirements, including workplace induction, learning how to operate new equipment and processes, developing new skills at work, improving efficiency and effectiveness, and meeting safety procedures. This unit covers the skills required to provide instruction and demonstration of work skills using existing learning resources, in a safe and comfortable learning environment, and to determine the success of both the training provided and personal training performance. The unit addresses the skills and knowledge required to organise and conduct the instruction and demonstration through a planned approach. It emphasises the training as being driven by the work process and context. This competency is performed in the context that all documents needed to carry out this function have been provided, including delivery plans, learning materials, learning programs and learning resources. The training may be delivered to achieve competency standards/ units of competency prescribed by a Training Package, or may be delivered to meet organisational requirements. Skills and knowledge relating to assessment are not covered in this unit. This is addressed in relevant units from the Assessment field of the TAA04 Training and Assessment training package. This unit is not equivalent to TAADEL401A 'Plan and organise group-based delivery' and/or TAADEL402A 'Facilitate group-based learning' and cannot be assessed in place of either of these units. This unit has been developed to support a wide range of applications across any workplace setting and therefore can be used by any organisation.)*

1. Organise instruction and demonstration
2. Conduct instruction and demonstration
3. Check training performance

## **Computer operations and ICT management:**

- **SIRXICT003A – Operate retail formation technology systems (35 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to use and apply store information technology systems in a retail environment. It involves demonstrating knowledge of the hardware and software in use, editing and updating information and solving problems in relation to hardware and software. This unit requires the team member to demonstrate the capacity to operate information technology systems, resolve system faults, perform point-of-sale financial transactions, and safely and securely store electronic information according to store policy and procedures and relevant legislation. Those with managerial or supervisory responsibility undertake this unit. The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.)*

1. Use store information technology system
2. Edit and update information
3. Solve problems

## **Working in industry:**

- **BSBCM301A - Exercise initiative in a business environment (20 nominal hours)**

*(This unit covers the skills and knowledge required to exercise initiative and influence others in a business environment. It includes making decisions in accordance with organisational requirements. This unit is related to BSBCM201A 'Work effectively in a business environment' and BSBFLM404A 'Lead work teams')*

1. Model high standards of business practices
2. Influence individuals and groups positively
3. Make informed decisions
4. Identify and use networks and relationships
5. Contribute to positive outcomes

- **BSBCMN304A - Contribute to personal skill development and learning (30 nominal hours)**  
*(This Unit covers the skills and knowledge required to support own learning and skill development needs in the context of an organisation's goals and objectives. This unit is related to BSBCMN204A 'Work effectively with others' and BSBCMN404A 'Develop teams and individuals')*
  1. Identify own learning needs for skill development
  2. Undertake personal skill development
  3. Monitor learning effectiveness

## Inventory:

- **SIRXINV002A – Maintain and order stock (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to maintain and order stock in a retail environment. It involves monitoring receipt and dispatch of goods, maintaining stock records, coordinating stock-take, identifying stock losses, processing orders and following up on orders. This unit contains employability skills. This unit requires staff to exercise managerial responsibility to monitor and coordinate stock levels, storage, distribution and reorder cycles; roster staff, organise and coordinate stock-takes, maintain accurate records and routinely report on inventory status to relevant personnel according to store policy and procedures.)*
  1. Monitor receipt and dispatch of goods
  2. Maintain stock records
  3. Coordinate stock-take or cyclical count
  4. Identify stock losses
  5. Process orders
  6. Follow up orders

## Management and leadership:

- **SIRXMGT001A – Coordinate work teams (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to coordinate work teams in a retail environment. It involves monitoring and organising staffing levels, informing team members of expected standards of work, coaching and motivating the team and maintaining staffing records. This unit contains employability skills. This unit requires the team member to consistently and responsibly apply store policy and procedures and local statutory requirements in regard to the induction, rostering, coordination, coaching and motivation of work teams. It requires strong interpersonal communication skills. Those with managerial responsibility undertake this role.)*
  1. Monitor and organise staffing levels
  2. Inform team members
  3. Coach on the job
  4. Motivate the team
  5. Maintain staffing records
- **SIRXMGT002A – Maintain employee relations (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to maintain employee relations. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures. This unit contains employability skills. This unit requires the team member to understand and apply store policy and procedures and local statutory requirements to maintain positive employee relations by acting to identify and minimise potential industrial problems, and implement dispute and grievance procedures where necessary. Those with managerial responsibility undertake this role.)*
  1. Identify awards and agreements
  2. Identify and minimise potential industrial problems
  3. Implement dispute settlement procedures

## Elective units: Merchandising:

- **SIRXMER002A - Coordinate merchandise presentation (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to supervise sales and other staff implementing and maintaining displays according to store merchandising standards. This unit contains employability skills. This unit requires the team member to apply knowledge of store merchandising and pricing policy and standards staff to support and coordinate relevant frontline staff members and ensure that they arrange, present and label or price merchandise according to store requirements. It also involves informing staff of store merchandise presentation requirements for sales, promotions and special events, and providing feedback to management in regard to improvement of store marketing and promotional activities.)*
  1. Coordinate merchandise presentation and display
  2. Implement merchandise pricing
- **SIRXMER005A - Create a display (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business. This unit contains employability skills. This unit requires the team member to identify requirements for a display, develop display ideas and have them approved by relevant personnel and plan and build displays. In addition the unit requires the team member to maintain displays to meet the requirements of the product, the audience and the organisation. This unit may apply to floor and sales team members.)*
  1. Identify the requirements of the display
  2. Develop display ideas
  3. Plan and build displays
  4. Maintain display

## Marketing and public relations:

- **SIRXMPR001A - Profile a retail market (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to profile a retail market. This unit contains employability skills. This unit involves reviewing the image of the store, researching market demands, profiling store customers and implementing methods to attract customers to the store.)*
  1. Review the image of the store
  2. Research market demands for the store
  3. Profile the store's customers
  4. Implement methods to attract customers to store

## Product knowledge:

- **SIRRRPK006A – Recommend liquor products (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to develop and apply product knowledge to provide advice to customers with regard to the characteristics of liquor products according to relevant legislation. This unit applies to frontline service personnel. It involves researching store liquor range, and providing advice to customers and other sales staff on a range of liquor products, their characteristics, storage and serving. It also includes the application of current legislation governing the sale of liquor. This unit contains employability skills. Co requisite Unit: THHBFB09B 'Provide responsible service of alcohol'.)*
  1. Research store liquor range
  2. Recommend liquor products
  3. Adhere to liquor licensing requirements

- **SIRRRPK007A – Recommend and fit clothing or footwear products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to measure and fit clothing or footwear and recommend complementary products or services. This unit contains employability skills. This unit applies to frontline service personnel involved in selling either clothing or footwear. It requires the team member to demonstrate knowledge of the store merchandise range, the characteristics and care requirements of different materials and products, and complementary products. It further requires demonstrated ability to recommend or facilitate clothing alterations and repairs or shoe repairs where required.)*

  1. Research store merchandise range
  2. Recommend clothing or footwear products
  3. Measure and fit clothes or footwear
  4. Advise on and arrange additional services
  
- **SIRRRPK008A – Recommend jewellery products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on jewellery products and services to retail customers. This unit contains employability skills. This unit involves the application of specialised product knowledge to provide accurate advice to customers and other sales staff on jewellery products and repairs, including watches, and semi-precious and precious metals, gemstones and jewels while protecting the security of store stock and customers' personal jewellery. Frontline service personnel are responsible for these functions.)*

  1. Research store product range
  2. Recommend specialised jewellery products
  3. Advise on jewellery product warranties
  4. Protect stock
  5. Advise on and arrange services and repairs
  
- **SIRRRPK009A – Recommend toddler and baby products (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on toddler and baby products and services to retail customers. This unit contains employability skills. This unit involves the application of knowledge of the store toddler and baby product range to provide advice to customers and other sales staff with regard to quality, design, safety features, age suitability, durability, performance and price, along with advice on services available. Frontline service personnel are responsible for these functions.)*

  1. Research store product range
  2. Recommend baby and toddler products
  3. Advise on manufacturer warranties
  4. Advise on and arrange services and repairs
  
- **SIRRRPK010A – Recommend home and home improvement products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to provide advice to customers to assist their buying decisions regarding home and home improvement products and services. This unit contains employability skills. This unit involves the application of knowledge of the store home and home improvement product range to provide advice to customers and other sales team staff with regard to features and benefits, product availability and price, and advice on services available. Frontline service personnel are responsible for these functions.)*

  1. Research store product range
  2. Recommend home and home improvement products
  3. Advise on product warranties
  4. Estimate quantities and order product
  5. Negotiate price and payment options
  6. Advise on and arrange product service and repair

- **SIRRRPK011A – Recommend books or newsagency services (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to provide advice to customers to assist their buying decisions in relation to books, newspapers, magazines, reader services, newspaper deliveries and related products and services. This unit contains employability skills. This unit involves the application of knowledge of the store book or newsagency product range to provide advice to customers and other sales team staff with regard to types of publications in the store range, frequency and availability of publications, marketing tie-ins, price and ancillary products and services offered by the store. Frontline service personnel are responsible for these functions.)*
  1. Research book and newsagency products
  2. Recommend book and newsagency products
  3. Advise on and arrange reader and newsagency services
  4. Process returns to publishers
  
- **SIRRRPK012A – Recommend business and leisure products and services (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend business or leisure products and services to customers. This unit contains employability skills. This unit applies to frontline service personnel involved in selling business or leisure products. It requires the team member to demonstrate knowledge of the store merchandise range, the technical and functional characteristics and care requirements of different products and complementary products. It requires demonstrated ability to facilitate advise on warranty claims and product and equipment service and repairs.)*
  1. Research store business or leisure product range
  2. Recommend business and leisure products
  3. Advise on product warranties
  4. Negotiate price and payment options
  5. Advise on and arrange product warranty claims, service and repairs
  
- **SIRRRPK013A – Hire and sell video and DVD products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on movie and game products to customers and administer movie and game hire. This unit contains employability skills. This unit involves the application of product knowledge to advise customers and other sales staff with regard to membership, movie and game hire, product range, video game and home theatre accessories and the application of store movie and game hire procedures.)*
  1. Research store product range
  2. Recommend video and DVD products and accessories
  3. Advise on membership
  4. Apply store video hire and return procedures
  
- **SIRRRPK014A – Recommend specialised products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on specialised products and services to customers. This unit involves the application of specialised product knowledge to provide advice to customers and other sales staff, with regard to specific product features, technical characteristics, warranties and prices. It also includes the provision of information on organisation services and repairs. Experienced frontline sales staff performs this function. This unit contains employability skills.)*
  1. Research product range
  2. Recommend specialised products and services
  3. Advise on product warranties
  4. Quote on price and payment options
  5. Advise on and arrange product service and repair

- **SIRXRPK001A – Recommend health and nutritional products and services (25 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on health and nutritional products and services to customers. This unit involves providing advice to customers and other sales staff on a range of health and nutritional products and services, their characteristics, features, indications, contra-indications, technical information and storage requirements. Frontline service personnel perform these functions. This unit contains employability skills.)*
  1. Research and develop product knowledge
  2. Identify health and nutritional products
  3. Recommend health and nutritional products
  4. Advise on health and nutritional services
  
- **SIRXRPK002A – Recommend hair, beauty and cosmetic products and services (25 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on hair, beauty and cosmetic products and services to customers. This unit involves the application of specialised product knowledge to provide accurate advice to customers and other sales staff on hair, beauty and cosmetic products. It requires sales and service team members to apply a depth of specialist or general product knowledge and a need for experience and skill in offering advice to customers. This unit contains employability skills.)*
  1. Research store product range
  2. Identify hair, beauty and cosmetic products
  3. Recommend hair, beauty and cosmetic products and services

## Quality and innovation:

- **SIRXQUA001A – Develop innovative ideas at work (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to systematically generate and develop innovative ideas in the workplace. This unit contains employability skills. This unit requires the skills to interpret or observe a need and develop a detailed idea. It involves the creative generation and discussion of a number of ideas or solutions, accepting positive and negative feedback, and testing ideas in order to establish and present a workable outcome that meets the needs of the end user.)*
  1. Interpret the need for innovation
  2. Generate ideas.
  3. Collaborate with others
  4. Analyse and reflect on ideas
  5. Represent ideas
  6. Evaluate ideas

## Retail food:

- **SITHCCC001A - Organise and prepare food (20 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to organise and prepare a variety of foods for the kitchen of a hospitality or catering operation. It focuses on general food preparation techniques. The term 'organising and preparing food' is also referred to as 'mise en place' and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where food is prepared and served, and may include the preparation of food for Asian cuisines. Those undertaking this role work under supervision and usually as part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*
  1. Prepare and use equipment
  2. Assemble and prepare ingredients for menu items
  3. Prepare dairy, dry goods, fruits and vegetables
  4. Prepare meat, seafood and poultry

- **SITHCCC003A - Receive and store kitchen supplies (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to receive and store supplies in commercial cookery or catering operations. It focuses on the general stock handling procedures required for food and kitchen related goods. Supplies refer to all perishable and non-perishable goods received from both internal and external suppliers and maintained within a stock control system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where kitchen supplies are received and stored, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role would work under supervision and would usually be part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Take delivery of supplies
2. Store supplies
3. Rotate and maintain stock

- **SITHFAB009A - Provide responsible service of alcohol (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol and to satisfy the requirements for responsible sale and service of alcohol (RSA) under state or territory legislation. A harm minimisation approach is central to compliance with liquor licensing legislation which, across all Australian States and Territories, imposes obligations on all licensed venues to participate in the management of public safety through the responsible sale and service of alcohol. Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors. This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities may require candidates to complete a bridging course to address these specific differences. All persons undertaking training as part of a national qualification that includes the sale and service of alcohol must complete this unit. Under differing state and territory legislation it is a required unit only for certain nominated personnel operating in licensed premises. This unit contains employability skills. Responsible practices must be undertaken wherever alcohol is served and sold, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace situation where alcohol is served and sold, including all types of hospitality venues, retail liquor outlets and tourism venues such as wineries, breweries and distilleries. Training and assessment must be contextualised so that the requirements of specific industry sectors and workplaces are met. This unit applies to all levels of sales personnel involved in the sale or service and promotional service of alcohol in licensed premises, including the licensee when involved in sales. Those selling and serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff; supplier sales representatives and the licensee.)*

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused
4. Refuse to provide alcohol

- **SITHFAB010A - Prepare and serve non-alcoholic beverages (15 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts. The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012A 'Prepare and serve espresso coffee'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs. **Pre-requisite Unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*
  1. Prepare and serve a range of non-alcoholic drinks.
  2. Use, clean and maintain equipment and machinery for non-alcoholic drinks
  
- **SITHFAB012A - Prepare and serve espresso coffee (30 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee based beverages. The unit does not cover general preparation of coffee using methods of coffee extraction other than espresso machines, which is covered in SITHFAB010B 'Prepare and serve non-alcoholic beverages'. The terms barista, senior barista and master barista may have different meanings to diverse individuals and groups. Some prefer to make no designation and refer to a barista as someone who is a trained and expert operator. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.)*
  1. Organise and prepare work areas
  2. Provide customer service and advise customers on espresso coffee
  3. Select and grind coffee
  4. Extract coffee
  5. Texture milk
  6. Serve and present espresso coffee
  7. Clean and maintain espresso machine

## **Retail post:**

- **SIRRPOS004A - Handle customer interviews and applications (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to conduct interviews with customers for services associated with third-party agencies. This unit contains employability skills. This competency applies to retail post personnel at supervisor level. It requires the team member to consistently apply the correct government and corporate policies and procedures for interviewing and processing applications for third-party agencies. It also requires the staff member to act in a professional and customer focused manner at all times while ensuring the confidentiality of the customer is maintained and the integrity of the application process assured)*
  1. Prepare for the interview
  2. Conduct customer interview
  3. Finalise application

## Sales:

- **SIRXSLS001A – Sell products and services (20 nominal hours)**  
*(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. This competency applies to frontline sales personnel. It requires the recognition and demonstration of verbal and non-verbal communication skills to determine customer requirements, sell the benefits of products and services, overcome objections and close sales. Personal evaluation is utilised to maximise sales in accordance with industry codes of practice, relevant legislation and store policy. This unit contains employability skills.)*

  1. Apply product knowledge
  2. Approach customer
  3. Gather information
  4. Sell benefits
  5. Overcome objections
  6. Close sale
  7. Maximise sales opportunities
  
- **SIRXSLS003A – Coordinate on products and services (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to implement and monitor adherence to sales policies and procedures, and monitor the achievement of sales targets. This unit contains employability skills. This unit requires the team member to implement and monitor store policies and procedures and relevant legislation in relation to sales transactions, and to provide feedback to management and staff on sales performance in relation to sales targets and planning. Those with managerial responsibility undertake this role.)*

  1. Implement sales policies and procedures
  2. Monitor achievement of sales targets
  
- **SIRXSLS004A – Build relationships with customers (35 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations. This unit contains employability skills. This unit applies to senior sales personnel. It requires the development and maintenance of expert knowledge to provide accurate product information to customers, including post-sales support; and communication, analysis and sales techniques to plan and implement sales presentations, build positive relationships with customers, and resolve customer complaints.)*

  1. Establish rapport with customers
  2. Apply expert knowledge
  3. Provide post sales support
  4. Plan sales presentations
  5. Implement sales presentation
  6. Maintain and utilise a customer database
  7. Deal with difficult customers