

Certificate II in Retail Operations has been designed as the standard entry level qualification for the retail industry. It applies to those wishing to develop the skills and knowledge to begin a career in the retail industry.

Likely functions within the retail industry for those who achieve this level of qualification include working within clearly defined contexts and under supervision. It involves interacting with customers, performing stock control, operating point of sale equipment, balancing the register and minimising theft.

<p>Language, Literacy and Numeracy Advice</p>	<p>The learner's language, literacy and numeracy levels are expected to be equivalent to Level 2 of the National Reporting System.</p> <p>Reading and writing – a learner will be able to read and comprehend a range of simple texts and write a range of short texts in a number of contexts which may be interrelated.</p> <p>Oral communication – a learner will be able to use and respond to language around everyday subject matter which may include some unfamiliar aspects for a range of purposes in a number of contexts which may be interrelated.</p> <p>Numeracy and mathematics – a learner will be able to deal easily with straightforward calculations either manually and/or using a calculator.</p>
<p>Qualification Requirements</p>	<p>To achieve a Certificate II in Retail Operations a total of fourteen (14) units must be completed. This comprises of:</p> <p>Ten (10) core units, and</p> <p>Four (4) elective units</p>

Core units

Core Units (all 10 units must be completed)

WRRCS1B	Communicate in the workplace
WRRCS2B	Apply point of sale handling procedures
WRRCS3B	Interact with customers
WRRER1B	Work effectively in a retail environment
WRRCA1B	Operate retail equipment
WRRM2B	Perform routine housekeeping duties
WRRLP1B	Apply safe working practices
WRRLP2B	Minimise theft
WRR1B	Perform stock control procedures
WRRF1B	Balance register/terminal

Elective units

Selecting Elective Units

A total of 4 elective units must be completed from one of the three Streams. The following rules apply:

General Selling Stream

All three General Selling elective units must be completed.

In addition, one unit must be selected from either:

- The Recommend Products and Services units from Certificate III in this Training Package, OR
- One product specific unit may be selected from another Training Package. This unit must be from a Certificate II or III qualification, and

General Food Selling Stream

The following two units must be completed:

WRRS1B Sell products and services, and

WRRLP6C Apply retail food safety practices

Two additional units must be selected from the remaining elective units.

When selecting the two additional units those within the same food areas must be taken together. For example, if selecting bakery products, both bakery units WRRFS5B and WRRFM5B must be completed.

Clerical/Admin Stream

All three Clerical/Admin elective units must be completed.

In addition, one additional Clerical/Admin unit must be selected from another Training Package. This unit must be from a Certificate II or III qualification.

General Selling Stream

WRRS1B	Sell products and services
WRRS2B	Advise on products and services
WRRM1B	Merchandise products

PLUS, one unit from either:

Recommend Products and Services units from Certificate III in this Training Package, or, a product specific unit from Certificate II or III in another Training Package

OR

General Food Selling Stream

WRRS1B	Sell Products and Services**
WRRLP6C	Apply Retail Food Safety Practices**
WRRFS1B	Advise on food products and services
WRRFM1B	Merchandise food products
WRRFS2B	Advise on meat products
WRRFM2B	Pack and display meat products
WRRFS3B	Advise on fast food products
WRRFM3B	Prepare and display fast food items
WRRFS5B	Advise on bakery products
WRRFM5B	Prepare and display bakery products
WRRFS6B	Advise on seafood products
WRRFM6B	Prepare and display fresh, frozen and live seafood products

**These two units are compulsory

Units from the same food areas must be taken together. For example, if selecting bakery products, both bakery units WRRFS5B and WRRFM5B must be completed.

Clerical/Admin Stream

WRRCA2B	Apply Retail Office Procedures
WRRCA3B	Apply Retail Office Keyboard Skills
WRRF2B	Perform Retail Finance Duties

PLUS

One additional Clerical/Admin unit from Certificate II or III in another Training Package