



SIR20216 – Certificate II in Retail Services

About this course:

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.

Throughout this course our expert trainer will work with you to:

- Engage customers
- Communicate in the workplace
- Organise your personal work
- Advise on products and services

Overview

Where: At the workplace or an appropriate venue in Victoria as agreed at time of enrolment

Duration: 7 months duration with scheduled training sessions every 4-weeks.

Entry Requirements No entry requirements for this qualification

Fees: www.wts.edu.au

Possible Job Outcomes: Customer Service Assistant, Retail Supervisor, Sales Counter, Sales Representative, Team leader, Senior Sales assistant, Frontline Sales Assistant, Team Leader.

For more information on Retail course pathways please visit <https://www.myskills.gov.au/courses/details?Code=SIR30216>

Victorian State Funding available for eligible participants



Sessions	Unit of Competency to be addressed	Brief Outline of Session Content
1	Program Induction and Commencement	
2	SIRXCOM001 - Communicate in the workplace to support team and customer outcomes (E)	<ul style="list-style-type: none"> • Use effective communication techniques • Respond to diversity in communication • Confirm and respond to workplace requirements
	SIRXCEG001 Engage the customer (C)	<ul style="list-style-type: none"> • Promote a customer focused culture • Foster the customer culture • Monitor and adjust customer service
3	SIRXWHS002 Contribute to workplace health and safety (C)	<ul style="list-style-type: none"> • Act safely in the workplace • Follow emergency procedures • Participate in workplace health and safety practices
	SIRXRSK001 Identify and respond to security risks (C)	<ul style="list-style-type: none"> • Identify potential security risks • Respond to security breaches • Report on security issues
4	SIRXSLS001 – Sell to the retail customer (C)	<ul style="list-style-type: none"> • Establish customer needs • Provide advice on products and services • Facilitate the sale of products and services
	SIRXPDK001 – Advise on products and services (C)	<ul style="list-style-type: none"> • Develop product and service knowledge • Respond to customer requests • Enhance information provided
5	SIRXIND003 – Organise personal work requirements (C)	<ul style="list-style-type: none"> • Identify personal work requirements • Complete personal work requirements • Respond to changes in personal work requirements
	SIRXIND005 Develop personal productivity (E)	<ul style="list-style-type: none"> • Assess personal skill level • Undertake personal development activities • Apply skills and knowledge to the workplace
6	SIRXIND001 – Work effectively in a service environment (E)	<ul style="list-style-type: none"> • Source and use information on employment rights and responsibilities. • Work within organisational requirements • Use effective work habits
	SIRXIND002 – Organise and maintain the store environment (E)	<ul style="list-style-type: none"> • Clean the store environment • Maintain the store environment
7	SIRRINY001 – Receive and handle retail stock (E)	<ul style="list-style-type: none"> • Maintain stock handling and storage areas • Accept stock delivery • Replenish stock levels
	SIRRMER001 – Produce visual merchandise displays (E)	<ul style="list-style-type: none"> • Prepare to produce visual merchandise display • Display Merchandise • Maintain Display

(C) indicates Core Unit (E) indicates Elective Unit

To be successful in this qualification you must complete a total of 12 units, 7 core units and 5 elective units.

RPL/CT will be offered to suitable candidates

For information about enrolment fees, payment schedules, cancellation fees, refund policies and complaints procedures, please see our Statement of Fees and Student Information Handbook, on our website: www.wts.edu.au

Assessment methods may include:

- Written work
- Project / Case study
- Supervisor / Third party
- Practical Demonstration of skills observed by trainer/assessor and workplace supervisor
- Role play
- Learning Activities

