Certificate II in Retail Services

SIR20216

Overview
Retail services is one of the largest employing sectors in Australia. There are several key features of working in retail – receiving and displaying stock, serving customers and providing information, make a sale, receiving payment, issuing paperwork and preparing the product for despatch (ie wrapping and packing). This course reflects these skills and is suitable for a range of industry sectors – food retailing (eg a supermarket, delicatessen, butchery, bakery or green grocer), home equipment (eg electrical, electronic, furniture, kitchen), clothing, footwear as well as service industry (eg telecommunications). A good retail service worker is one who provides a successful retail experience for the customer – one who is friendly, knowledgeable, honest and one who elicits loyalty from their customers. Our course covers the important aspects of good customer service. We offer two versions of this qualification – one suitable for retail food outlets, and the other for all other retailers.

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
• sales assistant
• customer service assistant
• retail assistant

Delivery mode
The delivery is flexible and made up of the following:
• Full Time
• Part Time
• Classroom
• Online
• Distance training
• RPL
• Work based
• A combination of the above

Assessment
Interskills Training uses a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:
• Written Assessment
• Oral Questions
• Project(s)
• Observation (Vocational Placement)

Entry requirements
Upon completion of the Pre Training Assessment and identification of learner strengths and weaknesses the training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engagement and ownership.
Other considerations
None – although individual employers may have specific requirements – for example, a retail food outlet may require Safe Food Handling.

Course duration
The full time course is 26 weeks, the part time course is 12 months including up to 38hrs vocational placement.

Course details
To achieve a full qualification, a total of 12 units must be successfully completed: 7 core units and 5 elective units.

For further information
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Core Units
- SIRXCEG001 Engage the customer
- SIRXCOM001 Communicate in the workplace to support team and customer outcomes
- SIRXIND001 Work effectively in a service environment
- SIRXIND003 Organise personal work requirements
- SIRXPDK001 Advise on products and services
- SIRXRSK001 Identify and respond to security risks
- SIRXWH002 Contribute to workplace health and safety

Electives
- SIRXSL002 Follow point-of-sale procedures
- SIRRINV001 Receive and handle retail stock

Plus, either non-food retail
- SIRXIND002 Organise and maintain the store environment
- SIRMER001 Produce visual merchandise displays
- BSBWOR204 Use business technology

Or food retail
- SIRRFSA001 Handle food safely in a retail environment
- SIRXPDK002 Advise on food products and services
- SIRRMER002 Merchandise food products