

SIR20216

Certificate II in Retail Services



This entry level qualification is suited for frontline retail team members, working in a diverse range of retail settings.

Employment Opportunities

The completion of this qualification could lead to employment as a:

- Customer service assistant
- POS operator
- Frontline team member

How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

Why study with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration

6-12 Months

Traineeship

Yes

Apprenticeship

No

Cost (approx.)

Fee for Service - \$3,050.00

Traineeship - \$1,450.00

Participation Funded - \$470.40
(students U18 fees capped at \$420)

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

Other Retail Qualifications

SIR30216 Certificate III in Retail

BSB30115 Certificate III in Business

**Talk to our training
specialists today or visit
auscollege.edu.au**

ABN 48 106 641 767

This document is current as at 16 March 2023



Qualification Outline

This qualification covers the skills and knowledge of a range of activities and functions required for a role in retail operations and customer service.

To achieve a Certificate II in Retail Services (SIR20216), a total of **twelve (12) units** of competency must be completed, including:

- **Seven (7) core units, plus five (5) elective units**

Unit Code	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
SIRXWHS002	Contribute to workplace health and safety

Elective Units

- At least three (3) Elective Units must be chosen from the list below.
- Two (2) units may be selected from the list below or any other training package.
- Elective units chosen must be relevant to work role and industry requirement at an appropriate AQF level.

Unit Code	Elective Units
SIRRFSA001	Handle food safely in a retail environment
SIRRINV001	Receive and handle retail stock
SIRRMER001	Product visual merchandise displays
SIRRMER002	Merchandise food products
SIRXPDK002	Advise on food products and services
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXIND002	Organise and maintain the store environment