

SIR20216

CERTIFICATE II IN RETAIL SERVICES



This course reflects the role of frontline retail team members. Covering a range of skills and workplace activities, this qualification affords students the knowledge and skills to perform roles such as customer service assistant, point-of-sale operator and salesperson within a retail environment.



WHEN?

Wednesday, 9:30am - 2:30pm

Start: February 2020 **End:** November 2020



VCE / VCAL CREDITS

SIR20216 Certificate II in Retail Assistant:

contributes to the ATAR via Block Credit Recognition



PATHWAYS

Options for students completing this course include undertaking a (SIR30216) Certificate III in Retail, or looking to undertake employment within a retail environment.



WORK EXPERIENCE

Structured Workplace Learning:

There are no recommendations by the VCAA or training package to undertake any SWL for this qualification however, it is desirable that students gain experience in a retail setting to complement their learning.



PACKAGING RULES

Total number of units = 12

7 core units plus

5 elective units consisting of:

- 3 units from the list
- 2 units from the list, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

Units are subject to change due to VCAA and Training Package requirements

COURSE CURRICULUM

UNIT	UNITS OF COMPETENCY	CORE / ELECTIVE	NOMINAL HOURS
BSBWOR204	Use business technology	E	20
SIRRFSA001	Handle food safely in a retail environment	E	40
SIRRMER001	Produce visual merchandise displays	E	35
SIRXCEG001	Engage the customer	C	30
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	C	40
SIRXIND001	Work effectively in a service environment	C	45
SIRXIND003	Organise personal work requirements	C	20
SIRXIND004	Plan a career in the retail industry	E	20
SIRXPDK001	Advise on products and services	C	30
SIRXRSK001	Identify and respond to security risks	C	30
SIRXSLS002	Follow point-of-sale procedures	E	20
SIRWHS002	Contribute to workplace health and safety	C	20
TOTAL NOMINAL HOURS			350



FOUNDATION
LEARNING CENTRE

FOR FURTHER INFORMATION ABOUT THIS COURSE, PLEASE CONTACT YOUR SCHOOL VET COORDINATOR.

