

SIR20216

Certificate II in Retail Services



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

Electives

SIRXSLS002	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

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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