

CERTIFICATE II IN RETAIL SERVICES

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.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification. Individuals may enter SIR20216 Certificate II in Retail Services with limited or no vocational experience and without a relevant lower level qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Frontline retail team member
- Customer service assistant
- Point-of-sale operator

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- frontline communication in a retail environment
- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a point-of-sale operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

CAREER PATHWAY

After achieving SIR20216 Certificate II in Retail Services, individuals could progress to a wide range of other qualifications in the retail and customer service industries.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



TARGET TRAINING

Australia Wide

P. 1300 736 005

E. info@targettraining.com.au

W. www.targettraining.com.au



COURSE OUTCOMES

Gain the skills required to:

Interacting with customers in a polite and friendly manner	Identify & discuss better ways to organise operations
Ask questions and actively listening to customers	Seek information on new technologies
Provide clear and accurate information to customers	Provide suggestions for better customer service provision
Participating in activities to learn new things	Interpret verbal and written information
Seek and share information with colleagues	Collect & organise customer, product and procedural information
Think about problems that relate to your role	Plan both operational and daily activities to ensure a smooth workflow
Avoid deadline problems by planning your activities	Follow policies and procedures for legal compliance
Identify and resolve routine customer or operational problems	Take responsibility for servicing the retail customer and knowing when to refer difficulties to supervisors
Clarify the extent of problems and request assistance from team members and supervisors to solve operational and service issues	Seek feedback and guidance from supervisors
Working as a team member	Supporting other team members to coordinate operational and service activities
Taking instructions from others	Respecting the cultural diversity of team members
Understanding your role in servicing needs of customers	

Delivery arrangements

Certificate II is typically recommended via training and assessment on the job. It can also be delivered over a minimum 8 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 125 hours in total for Certificate II level. The qualification can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 16 hours of face-to-face group training sessions for Certificate II. In this way learners can learn from each other while being guided by the experienced facilitator.

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 125 hours to complete the qualification in this format; however, this is assuming that they are able to provide sufficient and current evidence.





Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 8 session ideal structure for Certificate II however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 125 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

COURSE STRUCTURE

To achieve a Certificate II in Retail, 12 units must be completed, i.e. All 7 core units as per the list below; a minimum of 3 units from the elective list below; and a maximum of 2 additional elective units from the list below or any relevant Target Training Qualification. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

CORE UNITS

SIR20216 Certificate II in Retail - Units of Competency

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

SIRRFSA001 Handle food safely in a retail environment

SIRRINV001 Receive and handle retail stock

SIRRMER001 Produce visual merchandise displays

SIRRMER002 Merchandise food products

SIRXPDK002 Advise on food products and services

SIRXSLS002 Follow point-of-sale procedures

BSBWOR204 Use business technology

SIRXIND002 Organise and maintain the store environment

SIRXCEG001 - Engage the customer

1. Engage the customer
2. Assist customers
3. Contribute to a service culture

SIRXCOM001 - Communicate in the workplace to support team and customer outcomes

1. Use effective communication techniques
2. Respond to diversity in communication
3. Confirm and respond to workplace requirements

SIRXIND001 - Work effectively in a service environment

1. Source and use information on employment rights and responsibilities
2. Work within organisational requirements
3. Use effective work habits

TARGET TRAINING

Australia Wide

P. 1300 736 005

E. info@targettraining.com.au

W. www.targettraining.com.au

SIRXIND003 – Organise personal work requirements

1. Identify personal work requirements
2. Complete personal work requirements
3. Respond to changes in personal work requirements

SIRXPDK001 – Advise on products and services

1. Develop product and service knowledge
2. Respond to customer requests
3. Enhance information provided

SIRXRSK001 – Identify and respond to security risks

1. Identify potential security risks
2. Respond to security breaches
3. Report on security issues

SIRXWHS002 – Contribute to workplace health and safety

1. Act safety in the workplace
2. Follow emergency procedures
3. Participate in workplace health and safety practices

ELECTIVE UNITS

SIRRFSA001 – Handle food safely in a retail environment

1. Follow food safety program
2. Store and handle food safely
3. Maintain personal hygiene standards
4. Maintain equipment and work area.

SIRRINV001 – Receive and handle retail stock

1. Maintain stock handling and storage areas
2. Accept stock delivery
3. Replenish stock levels.

SIRRMER001 – Produce visual merchandising displays

1. Prepare to produce visual merchandising display
2. Display merchandise
3. Maintain display

SIRRMER002 – Merchandise food products

1. Prepare to produce food display
2. Display food products
3. Maintain food display

SIRXPDK002 – Advise on food products and services

1. Develop food products and service knowledge
2. Respond to customer requests
3. Enhance information provided

SIRXSLS002 – Follow point of sale procedures

1. Follow point of sale work systems
2. Process point of sale transactions
3. Complete sales

BSBWOR204 – Use business technology

1. Select and use technology
 2. Process and organise data
- Maintain technology

SIRXIND002 – Organise and maintain the store environment

1. Clean the store environment
2. Maintain the store environment

