

SIR20216

Certificate II in Retail Services



Location

Trainers available throughout Western Australia to train and assess your course.



Mode

Available face to face and workplace-based training and assessment.



Duration

Course duration is 12-24 months; Trainer contact scheduled every 4-6 weeks.



When

Contact our team on 1300 767 454 to commence your training enrolment.

Is this course for me?

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Through theory and practical course work you will learn to:

- Work effectively in a service environment
- Receive and handle retail stock
- Follow point-of-sale procedures
- Engage the customer

This course is suited to those currently pursuing a career in the retail industry, those who are newly employed in the retail industry.

Career Opportunities

This course has a variety of career opportunities and is applicable to a diverse range of roles in the retail industry:

- Sales Assistant
- Shop Assistant
- Customer Service Assistant
- Point-of-Sale Operator

Entry Requirements

There are no set pre-requisites for entry into this qualification however you must:

- Show satisfactory level of language and literacy skills, which will be established at the time of enrolment
- Have a genuine interest in the retail industry

Core Competencies

There are 12 units required to be completed in this qualification, 7 core units and 5 elective units. The course structure is made up of the following:

Core Units

SIRXCEG001	Engage the customer
SIRXCOM001	Communication 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

SIRRINV001	Receive and handle retail stock
BSBCMM211	Apply communication skills
SIRXSLS001	Sell to the retail customer
SIRXSLS002	Follow point-of-sale procedures
BSBWOR204	Use business technology

Tuition Fees

The current course fees are based on the Western Australian Department of Training and Workforce Development's VET Fees and Charges Policy, available to view on the website: www.dtwd.wa.gov.au

You will not pay any fees for your school-based traineeship training. You may have to buy trade equipment/tools required by your chosen industry.

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Please contact us for more information.



Apply Now.

**If you are ready to enrol,
please contact our office or
visit our website to get started.**

Phone: 1300 767 454

Email: info@cartectraining.com.au

Website: www.cartectraining.com.au

