



Workplace
Training
Specialists

SIR20207 Certificate II in Retail

The Certificate II in Retail provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision

Job Roles

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

- providing product and service advice in a retail store
- selling products and services in variety of retail settings
- preparing and selling fresh or fast food items
- store, rotate and replenish stock
- interacting with customers
- organising and maintaining work areas and displays.

Length of study

Total nominal hours:	approx 385 hrs
Avg. Contact time:	12 hrs/month
Avg. Research time:	16 hrs/month
Full time duration:	12 months
Part-time duration:	15-18 months

Cost of Course

\$1800

Option 1

Pay now and receive a 10% discount

Option 2

Pay in 2 six monthly payments

Online Delivery

Online delivery provides a very flexible way to study. It means that you can learn at anytime, any place and Internet based classroom means you still have contact with your trainers.

Upon enrolment you will be provided with course materials for each unit and you will be able to work through them in your own time. In addition you will receive the following support:

- Regular contact with trainer via email
- Scheduled Internet based classroom session
- Contact via phone, email and Skype
- Assessment of each unit upon completion

The course has been designed and developed to be studied online to enable people currently employed to participate and for others living in non-local areas to remove the cost of travel and accommodation associated with regular classroom tuition

The course materials will be made available via post and through access to a learning management system, where you will also be able to submit assignment work for assessment by your trainer.

Head Office

PO Box 1256

BERRI, South Australia, 5343

Telephone: (08) 8582 3658

Fax: (08) 8582 3662

Email: admin@r-m-t.com.au



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Course structure

Total number of units = 14, made up of 9 core units plus, 5 elective units

Core Units

Unit code	Unit name	Description
SIRXCCS001A	Apply point-of-sale handling procedures	This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation.
SIRXCCS002A	Interact with customers	This unit describes the performance outcomes, skills and knowledge required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify special customer requirements.
SIRXCLM001A	Organise and maintain work areas	This unit describes the performance outcomes, skills and knowledge required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.
SIRXCOM001A	Communicate in the workplace	This unit describes the performance outcomes, skills and knowledge required for effective communication with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, and reading and interpreting retail documents.
SIRXICT001A	Operate retail technology	This unit describes the performance outcomes, skills and knowledge required to operate a variety of retail equipment. It involves identifying the correct equipment required for a given task, maintaining retail equipment, applying keyboard skills and operating data entry equipment.
SIRXIND001A	Work effectively in a retail environment	This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.
SIRXINV001A	Perform stock control procedures	This unit describes the performance outcomes, skills and knowledge required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods.
SIRXOHS001A	Apply safe working practices	This unit encompasses the National Occupational Health and Safety Commission (NOHSC) guidelines for occupational health and safety. It describes the performance outcomes, skills and knowledge required to maintain a safe work environment for staff, customers and others. It involves observing basic safety and emergency procedures.
SIRXRSK001A	Minimise theft	This unit describes the performance outcomes, skills and knowledge required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers or terminals and keys.

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Elective Units

Elective can be chosen from a variety of streams. Discuss these further with your trainer to select the units best for your job role

Registration of Interest Certificate II in Retail

Name

Address

Phone

Mobile

Email

Details of Training Qualifications completed

Study intentions

Study reasons

Employer support

Do you have internet access at work and at home

If yes, what type of internet access do you have

Other information: