



## SIR20216 Certificate II in Retail Services

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

### National or State Accreditation

National

### Course Aims

Individuals with this program are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

### Contribution to VCAL/VCE

**VCAL:** One credit towards a VCAL learning program is awarded on successful completion of 90 nominal hours of accredited VET curriculum.

**VCE:** Students who complete this program may be eligible for recognition of two or more units at units 1 & 2 level and a units 3 & 4 sequence.

**ATAR:** This subject does not have a study score and therefore cannot contribute towards the student's primary four. Where a units 3 & 4 sequence is available and satisfactorily completed, it may be counted as a 5th or 6th subject and contribute towards their ATAR (10% of the average of the primary four scaled).

*Please note: The student must already have English and three other fully scored VCE/VET subjects to create the primary four.*

### Potential Pathways

- Certificate III in Retail Operations
- Certificate III in Retail Supervision
- Certificate IV in Retail Management

### Potential Occupations

- Sales assistant
- Customer service officer
- Store assistant
- Cashier

### Additional Requirements/Information

Prior to commencement of this course students must undertake a Pre-training review and a Language, Literacy and Numeracy evaluation.

### Occupational Health & Safety

Students are required to wear protective footwear and other protective items as required under OH&S legislation. More information will be provided at commencement of the program.

### Cluster Provider

Ballarat Group Training

### Registered Training Organisation

Ballarat Group Training

### RTO Code

3683

### Program Length

2 years

### Day and Time

1st year – Thursday 1.45pm to 5.30pm

2nd year – Tuesday 1.45pm to 5.30pm

### Program Material Costs (approximate only)

1st year – \$105

2nd year – \$105

### Structured Workplace Learning

Recommended – 80 hrs minimum over total program

### Outcomes

Satisfactory completion of this two year program entitles the student to a Certificate II in Retail Services.

### Enrolment Type

VES

### 1st year Units of Competency

SIRXIND001	Work effectively in a service environment
SIRXCEG001	Engage the customer
BSBCUS201	Deliver a service to customers
BSBWOR204	Use business technology
SIRXPK001	Advise on products and services
SIRXWH5002	Contribute to workplace health and safety

### 2nd year Units of Competency

FSKLRG09	Use strategies to respond to routine workplace problems
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXCEG002	Assist with customer difficulties
SIRXIND003	Organise personal work requirements
SIRXRSK001	Identify and respond to security risks
SIRXIND001	Work effectively in a service environment