



SIR20216 **Certificate II in Retail Services**

OVERVIEW

Certificate II in Retail Services reflects the role of front-line 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 the 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.

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

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Work & Training is Tasmania's largest not- for-profit registered training organisation (RTO).

Our primary goal is to be the provider of choice for training services in Tasmania – for employers and individuals alike.

We are based in three convenient locations around Tasmania.

Hobart

1 Bowen Rd
PO Box 447
Moonah TAS 7009

Launceston

26 Elizabeth St
PO Box 5500
Launceston TAS 7250

Devonport

56 Oldaker St
Devonport TAS 7310



Course information

- Training will be delivered by one of our professional trainers who have extensive industry experience.
- The qualification is offered in an on-the-job capacity, involving training and assessing in the workplace.
- Facilitated off-job workshops may be offered to supplement the training process.
- The program is offered over a maximum of 1 year for full-time employees and 2 years maximum for part-time employees. Students are able to complete earlier in negotiation with their Training Consultant.
- The qualification will be delivered under a workplace traineeship arrangement, where funding may be available resulting in an \$800 administration fee.
- On successful completion you will be awarded with the nationally recognised qualification SIR20216 – Certificate II in Retail Services.
- For information regarding refunds, LLN issues, Recognition of Prior Learning, available support services and other relevant information, please refer to our Student Guide. This can be provided on request.

Course content

There are 12 units to complete in SIR20216 Certificate II in Retail Services, 7 core units and 5 elective units.

Students will receive on-the-job guidance and mentoring from their trainers and workplace supervisors with opportunity to put into practice the skills they learn from the units.

Training utilises materials such as learner's guides, relevant websites, video clips and paper based/ electronic resources.

Assessments will be conducted using a variety of assessment tools including observation and knowledge assessments.

You will develop skills including but not limited to the following:

- Engage the customer
- Communicate in the workplace to support team and customer outcomes
- Work effectively in a service environment
- Organise personal work requirements
- Advise of products and services
- Identify and respond to security risks
- Contribute to workplace health and safety

For more information, contact us

- info@workandtraining.com.au
 - 1300 309 675
- workandtraining.com.au**