Certificate II in Retail Operations
SIR20212
Certificate II in Retail Operations

Qualification description
This qualification 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 outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Individuals with this qualification are able to perform roles, such as to provide product and service advice in a retail store; sell products and services in a variety of retail settings; work as a checkout operator; check stock and replenish shelves and organise and maintain work areas and displays.

Training requirements
To achieve the SIR20212 Certificate II in Retail Operations, 14 units must be completed. This is made up of all 8 Core units, plus a total of 6 Elective units. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you. All elective units are additional to those already counted towards in a lower level qualification. See entry requirements below.

Entry requirements
No entry requirement for this qualification

Location
Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

Course duration
This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

Enrolments
Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions call Brisbane Business & Hospitality Training on 07 31179722 or 0409890298 or email info@bbht.com.au for details. Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training. This is available on our website (www.bbht.com.au).

Delivery modes
This course may be delivered through a combination of class, workplace, self-paced and distance learning.

Course fees
Please phone Brisbane Business & Hospitality Training to discuss fee details for this course. Possible Government Incentives may be available. Please contact your local Australian Apprenticeship Centre for details.
Mandatory CORE UNITS

- Apply point-of-sale handling procedures
- Interact with customers
- Organise and maintain work areas
- Communicate in the workplace to support team and customer outcomes
- Operate retail technology
- Work effectively in a customer service environment
- Minimise loss
- Apply safe work practices

Plus Followed By 7 Elective Units

Suggested elective units

Administration
- Apply retail office procedures
- Coordinate retail office

Client and Customer Service
- Promote loyalty programs

Computer Operations and ICT Management
- Use computers as part of business and e-commerce processes

Finance
- Balance and secure point-of-sale terminal
- Perform retail finance duties

Food Safety
- Apply retail food safety practices

Inventory
- Perform stock control procedures
- Maintain and order stock

Marketing and Public Relations
- Provide marketing and promotion program
- Conduct telemarketing

Merchandising
- Retail fresh, frozen and live seafood
- Merchandise food products*
- Pack and display meat products*
- Prepare and display bakery products*
- Merchandise products
- Plan, create and maintain displays

Product Knowledge
- Advise on meat products*
- Advise on bakery products*
- Advise on seafood products*
- Recommend specialised products and services
- Recommend health and nutritional products and services
- Recommend hair, beauty and cosmetic products and services

Retail Food
- Provide responsible service of alcohol

Retail Post
- Process postal outlet transactions
- Handle mail received in a retail environment
- Deliver mail in a retail environment

Sales
- Sell products and services
- Advise on products and services

Working in Industry
- Plan a career in the retail industry
Other Quality Training Programs offered by BBHT

- Certificate II in Hospitality
- Certificate III in Hospitality
- Certificate IV in Hospitality
- Diploma of Hospitality
- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail
- Certificate IV in Training and Assessment
- Certificate II in Security

Short Courses Programs on offer include

- Responsible Service of Alcohol
- Responsible Gambling Services
- Responsible Management of Licensed Venues
- Customer Liaison Officer Training Program
- Food Safety
- Food Safety Supervisor
- Coffee Making (Barista)
- Introduction to Bar Operations
- Introduction to Gaming Operations
- Introduction to Accommodation Housekeeping
- Custom Made Programs
- First Aid Course