

Certificate II in Retail Operations

SIR20212



NATIONALLY RECOGNISED
TRAINING

National Training Provider 31983



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

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

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

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

