

Certificate II in Retail Services

SIR20212

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 Services, 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.

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.

ENTRY REQUIREMENTS

No entry requirement for this qualification.

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.

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 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY CORE UNITS

- SIRXCCS201 Apply point-of-sale handling procedures
- SIRXCCS202 Interact with customers
- SIRXCLM101 Organise and maintain work areas
- SIRXCOM101 Communicate in the workplace to support team and customer outcomes
- SIRXICT001A Operate retail technology
- SIRXIND101 Work effectively in a customer service environment
- SIRXRSK201 Minimise loss
- SIRXWHS101 Apply safe work practices

PLUS 6 ELECTIVE UNITS

Suggested Elective Units:

ADMINISTRATION

- SIRXADM001A Apply retail office procedures
- SIRXADM002A Coordinate retail office

CLIENT AND CUSTOMER SERVICE

- SIRXCCS203 Promote loyalty programs

COMPUTER OPERATIONS AND ICT MANAGEMENT

- SIRXICT002A Use computers as part of business and e-commerce processes

FINANCE

- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXFIN002A Perform retail finance duties

FOOD SAFETY

- SIRRFSA001A Apply retail food safety practices

INVENTORY

- SIRXINV001A Perform stock control procedures
- SIRXINV002A Maintain and order stock

MARKETING AND PUBLIC RELATIONS

- SIRXMPPR002A Provide marketing and promotion program
- SIRXMPPR003A Conduct telemarketing

MERCHANDISING

- SFIDIST202C Retail fresh, frozen and live seafood
- SIRRMER001A Merchandise food products*
- SIRRMER002A Pack and display meat products*
- SIRRMER004A Prepare and display bakery products*
- SIRXMER201 Merchandise products
- SIRXMER202 Plan, create and maintain displays

PRODUCT KNOWLEDGE

- SIRRRPK002A Advise on meat products*
- SIRRRPK004A Advise on bakery products*
- SIRRRPK005A Advise on seafood products*
- SIRRRPK214 Recommend specialised products and services
- SIRXRPK001A Recommend health and nutritional products and services
- SIRXRPK002A Recommend hair, beauty and cosmetic products and services

RETAIL FOOD

- SITHFAB009A Provide responsible service of alcohol

RETAIL POST

- SIRRPOS001A Process postal outlet transactions
- SIRRPOS002A Handle mail received in a retail environment
- SIRRPOS003A Deliver mail in a retail environment

SALES

- SIRXSLS201 Sell products and services
- SIRXSLS002A Advise on products and services

WORKING IN INDUSTRY

- SIRXIND102 Plan a career in the retail industry

* This unit has a prerequisite unit SIRRFSA001A Apply retail food safety practices.



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

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