

# Certificate II in Retail Services

## SIR20216

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 SIR20216 Certificate II in Retail Services, 12 units must be completed. This is made up of all 7 Core units, plus a total of 5 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](mailto:info@bbht.com.au) for details.**

## MANDATORY CORE UNITS

- SIRXCEG001 Engage the customer
- SIRXCOM001 Communicate in the workplace to support team and customer outcomes
- SIRXIND001 Work effectively in a service environment
- SIRXIND003 Organise personal work requirements
- SIRXPDK001 Advise on products and services
- SIRXRSK001 Identify and respond to security risks
- SIRXWHS002 Contribute to workplace health and safety

## PLUS 5 ELECTIVE UNITS

### Suggested Elective Units:

#### FOOD SAFETY

- SIRRFSA001 Handle food safely in a retail environment

#### INVENTORY

- SIRRINV001 Receive and handle retail stock

#### MERCHANDISING

- SIRRMER001 Produce visual merchandise displays
- SIRRMER002 Merchandise food products

#### PRODUCT KNOWLEDGE

- SIRXPDK002 Advise on food products and services

#### SALES

- SIRXSL002 Follow point-of-sale procedures

#### TECHNOLOGY

- BSBWOR204 Use business technology

#### WORKING IN INDUSTRY

- FSKLRG09 Use strategies to respond to routine workplace problems
- SIRXIND002 Organise and maintain the store environment
- SIRXIND004 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

### 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