

Certificate II in Retail

SIR 20207



This qualification reflects the role of an individual who works with customers in a retail environment. This course will give you the relevant skills and knowledge to work in a small or medium retail store, front or back of the business. There are 14 units in this qualification.

Sample Units

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft
SIRXFIN001A	Balance point-of-sale terminal
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SIRXMER001A	Merchandise products
SIRXMER005A	Create a display

JOB ROLES

Store Attendant in a fashion store, fast food outlets, supermarkets or console operators.

Our Program Consultants assist you with your unit selection to best suit your needs.

Duration

How long does the course take?

This is dependent on the mode of study you will undertake

Options of study mode

Online, Distance, Class Based (face to face),
On the job or a combination,

Investment

How much does the course cost?

This is dependent on the mode of study you will undertake and if you are eligible for any government subsidies.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individuals units of competency

Pathways into the qualification

Work would be undertaken in various retail store settings. Individuals may work with some autonomy or in a team but usually under close supervision.

This qualification is a pre requisite of Certificate III and IV in Retail This qualification is suitable for an Australian Apprenticeship pathway.

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Certificate III in Retail

SIT 30707



This qualification reflects the role of an individual who works with customers in a retail environment. This course will give you the relevant skills and knowledge to work in a small or medium retail store, front or back of the business or in a supervisory role.

There are 19 units in this qualification

Sample Units

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft
SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security
SIRXSLS004A	Build relationships with customers
SIRXFIN001A	Balance point-of-sale terminal
SIRXINV002A	Maintain and order stock
SIRXCCS003A	Coordinate interaction with customers
SIRQUA001A	Develop innovative ideas at work
SIRXMER005A	Create a display
SIRXICT003A	Operate retail information technology systems
SIRXMGT002A	Maintain employee relations

JOB ROLES

Store attendant or Supervisor in a retail store, fast food outlets, supermarkets or console operators.

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Duration

How long does the course take?

This is dependant on the mode of study you will undertake

Options of study mode

° Online, Distance, Class Based (face to face), On the job or a combination,

Investment

How much does the course cost?

This is dependant on the mode of study you will undertake and if you are eligible for any government subsidies.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individuals units of competency

Pathways into the qualification

Pathways for the qualification

There are two alternative pathways for entry into the Certificate III in Retail. Please contact a Learning and Development Consultant

This qualification is suitable for an Australian Apprenticeship pathway.

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