



SIR20216 – Certificate II in Retail Services (Traineeship)

Our expert trainers will work with you to:



- Engage customers
- Communicate effectively in the workplace
- Organise your personal work
- Advise on products and services

About this course

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others. This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Overview



Where: In the workplace or appropriate venue as discussed at enrolment



Duration: 7 sessions through 2-hour training sessions scheduled every 4-6 weeks.



Entry Requirements: No Entry Requirements for this qualification



Intake: Ongoing



Fees: www.wts.edu.au



Possible Job Outcomes Customer Service Assistant, Retail Supervisor, Sales Counter Assistant, Sales Representative.









Pathway → **SIR30216** Cert III in Retail → **SIR40316** Cert IV in Retail Management
→ **SIR50116** Diploma of Retail Leadership **OR**
SIR50217 Diploma of Visual Merchandising **OR**
SIR50317 Diploma of Retail Merchandise Management

Sessions	Unit of competency	Brief outline of session content
1	Program Induction & Commencement	
2	SIRXCOM001 Communicate in the workplace to support team and customer outcomes (C)	<ul style="list-style-type: none"> • Use effective communication techniques • Respond to diversity in communication • Confirm and respond to workplace requirements
	SIRXCEG001 Engage the customer (C)	<ul style="list-style-type: none"> • Engage customers • Assist customers • Contribute to a service culture
3	SIRXWHS002 Contribute to workplace health and safety (C)	<ul style="list-style-type: none"> • Act safely in the workplace • Follow emergency procedures • Participate in workplace health and safety practices
	SIRXRSK001 Identify and respond to security risks (C)	<ul style="list-style-type: none"> • Identify potential security risks • Respond to security breaches • Report on security issues
4	SIRXSLS001 Sell to the retail customer (E)	<ul style="list-style-type: none"> • Establish customer needs • Provide advice on products and services • Facilitate the sale of products and services
	SIRXPDK001 Advise on products and services(C)	<ul style="list-style-type: none"> • Develop product and service knowledge • Respond to customer requests • Enhance information provided
5	SIRXIND003 Organise personal work requirements (C)	<ul style="list-style-type: none"> • Identify personal work requirements • Complete personal work requirements • Respond to changes in personal work requirements
	SIRXIND005 Develop personal productivity (E)	<ul style="list-style-type: none"> • Assess personal skill level • Undertake personal development activities • Apply skills and knowledge to the workplace
6	SIRXIND001 Work effectively in a service Environment (C)	<ul style="list-style-type: none"> • Source and use information on employment rights and responsibilities • Work within organisational requirements • Use effective work habits
	SIRXIND002 Organise and maintain the store Environment (E)	<ul style="list-style-type: none"> • Clean the store environment • Maintain the store environment
7	SIRRINV001 Receive and handle retail stock (E)	<ul style="list-style-type: none"> • Maintain stock handling and storage areas • Accept stock delivery • Replenish stock levels
	SIRRMER001 Produce visual merchandise displays (E)	<ul style="list-style-type: none"> • Prepare to produce visual merchandise display • Display merchandise • Maintain display

(c) Indicates Core Unit (E) Indicates Elective units

To be successful in completing this certification, you must complete a total of 12 units, 7 core units and 5 electives.

Assessment methods may include:

-  Written work
-  Project/Case study
-  Supervisor/Third party
-  Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
-  Role play
-  Learning activities

Delivery method: Face to face & on the job