

SIR20216**CERTIFICATE II IN RETAIL SERVICES****BECOME A RETAIL
SUPERSTAR****MAKE EVERY CONTACT WITH
YOUR CUSTOMER AN
OPPORTUNITY TO EXCEED
THEIR EXPECTATIONS**

This WTS nationally accredited qualification provides a stepping stone to further your career, giving you a head start. Designed and run by industry professionals.

PROGRAM

The program combines monthly face to face online delivery by your allocated Training Team, workplace supervised practical tasks, collection of workplace evidence and homework activities.

WTS 'Training Team' are experienced industry experts, they 'walk the talk'. Scheduling monthly sessions, consulting nominated supervisors, providing support strategies, ensuring the trainee can access additional support sessions, when required.

The WTS Retail training program focuses on the skills, techniques and behaviours required to exceed a customer's expectations and increase sales. Anyone currently working on the retail frontline will benefit from undertaking this course.

The ability to deliver a professional retail experience to the customer with a sense of entertainment and excitement, creates electricity that customers want to be part of.

More often than not, excellent customer service starts with a smile, but retail can be fast-paced in a challenging environment.

To offer top-notch service, it is essential to offer a consistent positive experience to all customers, at all times.

Develop the skills, techniques and behaviours that lead to increased sales and positive customer experiences, such as;

- Greeting customers, first impressions count
- Service with a smile, body language is the key
- Demonstrating expertise in product knowledge
- The ability to close sales, cross-sell, and upsell customers
- Handling stressful situations, is not a judgement, it's a process
- Commercial awareness, how the sales team impact the business
- Importance of procedures, understanding the stores policy is critical

This course is suitable participants that are currently working in the retail industry with some independence, under limited supervision.



EMPLOYER BENEFITS

- Provides trainees with a monthly training platform to share ideas and work on strategies to increase sales and ensure continuity of training.
- Each Trainee is allocated a 'Training Team' led by a Principal Trainer with support trainers. Employers can provide input to the WTS Training Team to further tailor the training sessions.
- Trainees gain experience on the job while the course is delivered and can effect change within the business as the course progresses.
- Employers can nominate products and services to be incorporated into training as a sales target. Our course has increased sales and customers service standards in all types of industry.
- The trainee can put into practise customer service and sales techniques from day one.
- Engagement through calendared monthly group online training sessions.
- WTS experienced Account Managers guide the Traineeship delivery. Confirm and acknowledge your trainee's progress each month easily via email
- Support strategies are available to ensure the Trainee progresses



STUDENT BENEFITS

- Learn techniques and skills guided by expert trainers to become a retail professional.
- An allocated Training Team with Principal Trainer facilitating online sessions and providing individual support.
- A monthly calendar and online training platform to ensure you progress to successful completion.
- Learn to create and match individual greeting and farewells that your customers will remember.
- Making real connection with customers through active listening techniques.
- Presentation is everything, from the minute your customer enters your store.
- Your stores products and services are incorporated into the training sessions to further develop your product knowledge.
- Provides participants with a monthly training platform to share ideas and work on strategies to increase sales.
- Engagement through calendared monthly group online training sessions.

**ONLINE LEARNING IS A
COMBINATION OF
MONTHLY FACILITATED
TRAINER SESSIONS VIA
ZOOM AND WORKPLACE
SUPERVISED PRACTICAL
TASKS AND HOMEWORK
ACTIVITIES**

NATIONALLY ACCREDITED QUALIFICATIONS

Career Pathways

Come and join our team and learn new skills to further your chosen career. Our programs are designed by leading industry experts.

CERT 2	CERT 3	CERT 4	DIPLOMA
Retail Services	Retail	Retail Management	Leadership and Management
		Leadership and Management	

This qualification is designed for individuals who are currently involved in mainly routine and repetitive tasks and work under direct supervision of others.

In their current role they are frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

01

Online Face to Face

ONLINE course content is delivered to you by your Training Team in small group online sessions.

02

Training Log

THE TRAINING LOG is a record completed each month that ensures you are allowed Withdrawal Time from routine work duties to undertake Structured Training Activities. Structured Training Activities are activities you must do to gain the knowledge, skills and experience to achieve competency in a unit.

03

Practical Task Workbook

ASSIGNMENT TASKS – completed as homework and signed off by a nominated workplace supervisor. Your employer may require you to add specific tasks into your role, for you to gain the necessary skills and experience to achieve competency.

Assignment tasks are assessed and evaluated by the WTS Training Team for you to achieve competency. These TASKS are time critical and MUST be completed in line with the course unit completion dates. Non lodgement of Assignment Tasks can result in suspension or cancellation of the program.

04

Monthly Contacts

MONTHLY CONTACTS when required will be conducted by the Training Team with the learner. The review will check the learner's progress and submission of evidence; identify barriers and strategise corrective actions.



05

Homework Theory

HOMEWORK activities will be required reading material that the learner is expected to read, understand, and use to complete theory assessment as outlined in the online workbooks.

06

Trainer Support

TRAINER SUPPORT can be accessed; your WTS Training Team are available each week in Support Sessions and/or contact anytime via phone/SMS. Book your support sessions with your allocated Training Team.

07

Training Record Book (QLD Only)

It is the responsibility of the Trainee and Authorised Supervisor/Industry Expert, to ensure that the learner can successfully demonstrate the required level of competence.

The Training Record Book must be up to date prior to each monthly training session.

08

PAS

PROGRESS, ATTENDANCE AND SUPERVISOR CONFIRMATION OF COMPETENCY REPORT will be created by the Training Team after each monthly session. It will detail where relevant, the above SEVEN channels of learning.

It is a declaration by the Authorised Supervisor/Industry Expert that the learner has attended the session and has the ability to competently perform the tasks to industry and workplace standards.

Program Outline SIR20216 Certificate II in Retail

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

Code	Unit	Core & elective unit
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	C
SIRXCEG001	Engage the customer	C
SIRXWHS002	Contribute to workplace health and safety	C
SIRXRSK001	Identify and respond to security risks	C
SIRXSLS001	Sell to the retail customer	E
SIRXPDK001	Advise on products and services	C
SIRXIND003	Organise personal work requirements	C
SIRXIND005	Develop personal productivity	E
SIRXIND001	Work effectively in a service environment	C
SIRXIND002	Organise and maintain the store environment	E
SIRRINV001	Receive and handle retail stock	E
SIRRMER001	Produce visual merchandise displays	E

Course duration

This qualification is only delivered to trainees who work in a retail environment. The course is delivered via an online workplace-based delivery model.

12 months minimum delivery for Trainees and School-Based Trainees

SIR20216 CERTIFICATE II IN RETAIL SERVICES

SIR20216 Certificate II in Retail Services		SIRXCOM00 1	SIRXRSK001 SIRXWHS002	SIRXPDK001 SIRXSLS001	SIRXIND003 SIRXIND005	SIRXIND001 SIRXIND002	SIRRINV001 SIRRMER001
		Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	Cluster 6
Y E A R 1	Session 1	COM					
	Session 2	Session 2					
	Session 3	CP	COM				
	Session 4		Session 4				
	Session 5		CP	COM			
	Session 6			Session 6	COM		
	Session 7			CP	Session 7		
	Session 8				CP	COM	
	Session 9					Session 9	
	Session 10					CP	COM
	Session 11						Session 11
	Session 12						CP

Total: 12 Months	COM	Commencement of Unit	Session	Online Training Session	CP	Completion of Unit
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Course duration: 12 months

Please note: WTS Training Support Sessions are available every week. Students can book in their sessions. Where necessary WTS can create a 'Completion Plan' this will be developed with input and sign off from all parties.

Additional charges may be incurred:

* Late notification of training session cancellation (notice not given within 12 hours) - \$250

** WTS reserves the right to charge the following fees for additional training sessions above the allocated total 14 (12 and 2 catch up) sessions:

Certificate III and below - \$250 per session | Certificate IV and above - \$400 per session

Prairie Sourdough \$6.00

Asiago & Cherry Tomato Focaccia \$5.00

Prairie Cheddar \$8.00

Prairie Sourdough \$6.00

Honey Spelt Bread \$6.00

Prairie Sourdough \$6.00

**EVERY CONTACT
WE HAVE WITH
A CUSTOMER,
INFLUENCES
WHETHER OR
NOT THEY'LL
COME BACK.**

THINGS YOU NEED TO KNOW

Training Team

Each Apprentice will be allocated a 'Training Team' led by a Principle Trainer with Support Trainers. The Training Team model uses a Principal Trainer to schedule, manage and deliver training sessions, backed by a team of qualified trainers to fill any session gaps. This model ensures we can continue delivering monthly training sessions with flexible options.

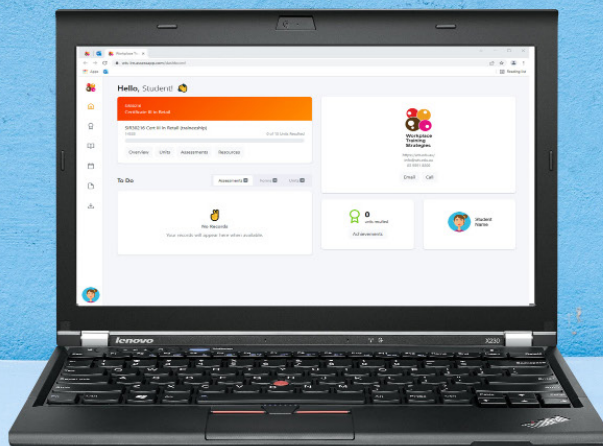
Ongoing Monthly Training Calendar

Our Training Team will create an Ongoing Monthly Training Calendar with training dates approved and confirmed by the employer.

The training calendar will ensure the Apprentice/s can successfully progress within the program timelines of 30/36 months.

Prerequisites for Trainees

There are no requirements to hold any occupational licensing, legislative or certification requirements to undertake this qualification, at the time of publication.



Workplace Supervision

The EMPLOYER is required to provide adequate WORKPLACE SUPERVISION and SUPPORT for all trainees. The WORKPLACE SUPERVISOR will require the relevant skills, knowledge, industry experience and in Queensland, qualifications are mandatory. The TRAINEE must be always supervised.

The EMPLOYER will be required to NOMINATE a workplace supervisor in writing which we refer to as the AUTHORISED SUPERVISORS/INDUSTRY EXPERT.

All work in the workplace must be carried out to comply with workplace procedures, in accordance with State/Territory food safety, and work health and safety, regulations and legislation that apply to the workplace.

Workplace Suitability

In consultation with the employer, WTS will evaluate the suitability of the workplace to provide suitable employment arrangements, including facilities, equipment, range of work and product range to support the accredited qualification requirements and traineeship outcome. This is recorded in the WTS 'WORKPLACE SUITABILITY CHECKLIST'.

If the workplace is unable to meet the necessary requirements, the enrolment can be refused by WTS.

A suitable workplace is required to provide adequate facilities. It must include equipment, machinery, a range of work, product range, supervision and supervised (on-the-job) training. To allow the apprentice or trainee to successfully progress through the apprenticeship or traineeship to achieve successful completion.

Assessment Methods

Assessment is the process of collecting evidence and making judgements about whether an apprentice has achieved competency to the standard required in the workplace (as specified in a unit of competency or accredited module).

Evidence gathering will take place at work (on-the-job) and in the WTS monthly training sessions and external skill workshops (off-the-job). However, the application of skills in the workplace is a central tenet to the apprenticeship program, evidence is gathered as a person performs work tasks, in the workplace.

If an apprentice has not achieved competency, they can undertake further training and be re-assessed at a later stage. Additional cost may apply.

General Entry Requirements

To enrol into any WTS Qualification, an applicant must meet the following general entry requirements:

- Sufficient Language, Literacy & Numeracy (LLN)
- Have the required Digital Literacy skills
- Complete a Pre-Training Review and Enrolment Form
- A mobile phone with a camera to save and upload images and videos
- Internet access
- An email account
- A computer, laptop or tablet

Language, Literacy & Numeracy (LLN) and Digital Literacy skills

WTS's courses require different basic Language, Literacy & Numeracy (LLN) and Digital Literacy Skills.

Should your current skill level not meet the minimum requirements to complete the course, we will recommend that you undertake independent study to improve your skills, before commencing the course. Please contact WTS to further discuss your individual needs.

Additional Language, Literacy and Numeracy (LLN) and Digital Literacy Skills training may be available through a local Community based RTO, to achieve the required LLN level to enrol.

Pre-Training Review

A Pre-Training review is a procedure that is used to select the best course and training for a person. The Pre-Training Review is utilised at WTS to assess learner's present competencies and is an important part of the enrolment process. Eligible individuals who wish to access subsidised government placement, must be reviewed.

English Language Requirements

To successfully enrol in this course, you must have a level of proficiency in verbal and written English, allowing you to engage in the course materials, content, and trainer facilitation. This ensures that you can undertake the range of assessments.

Individual needs that CANNOT BE PROVIDED during the program delivery such as:

- Training materials in a foreign language, braille, or video/audio recording
- Provision of an interpreter/assistant to assist with language, sight, hearing or learning barriers

Charge for Non Attendance

The course is subject matter critical, and a MISSED session affects not only the learning but also the TRAINING TEAM'S scheduling and the qualification duration time for the learner.

Missed training sessions without 24-hour prior notification, result in personal CATCH UPS which incur \$250 trainer cost. The program allows 2 warnings per student, then unfortunately these charges must be passed onto the employer.

Continuing absenteeism without appropriate notice will result in cancellation from the program.

Reasonable Adjustment

There may be times and situations in which a student may require 'reasonable adjustment' of the training and assessment methods implemented by WTS such as additional homework or video evidence.

Learner Support

The following learning support will be available:

- Additional Support Sessions available weekly
- Session Recordings available with prior notice given
- Completion Plans detailing agreed intervention strategies for learners who are not progressing
- Phone and Email Support with 48 hours response time

Enrolment Eligibility Criteria

- If under 17 years and NOT enrolled in secondary education, have a school exit form
- If under 18 years, have a parent/guardian to approve and sign enrolment documentation
- If you are undertaking an apprenticeship/traineeship, have a signed training contract with your employer at the time of enrolment with WTS. Apply through an Australian Apprenticeship Network Provider
- Be an Australian citizen or a permanent resident, or New Zealand citizen residing in Australia for more than 6 months

Student Handbook

Further and more detailed information is provided in the WTS Student Handbook on our website.

Credit Transfer - Recognition of AQF Qualifications

Credit Transfer is the process of granting learner's credit for accredited study previously completed through another provider.

Learners will need to provide WTS with a copy of their Certificate and/or Statement of Attainment (or state equivalent) indicating a competent level of attainment. This must occur prior to the commencement of your enrolment with WTS. Learners are also asked to provide the contact details of the RTO from which they gained the competency.

Recognition of Prior Learning (RPL)

WTS has a comprehensive Recognition of Prior Learning (RPL) process for all courses and units within its scope of registration.

All learners will be provided with information on RPL prior to enrolment and all learners are offered the opportunity to take up this option during the enrolment process.



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**SIR20216
Program Descriptor**

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