

Certificate II in Retail

SIR20207

Course Introduction:

The nationally recognised **Certificate II in Retail** qualification is designed to for those people considering a career in the retail industry.

There are **no prerequisite requirements** for this course.

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 fast food outlets.

Why choose Training at Key Employment?

We have used our intimate knowledge of the training and assessment arena and have developed a course that is user friendly.

We can tailor a program to suit any individuals work commitments and this can include a mix of self paced and face to face delivery or attending some days on one course and other days on a subsequent course.

When you undertake this course with us our trainers are on tap to provide you with any assistance you require, email, telephone or in person - and **we will help you**.

We believe that **great trainers** have a **confident, clear and engaging** style of delivery.

Quality, Flexibility, Customer Service, Support, Positive Learner Experiences and Outcomes are the things that make **Training at Key Employment** stand out.



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To be eligible for the award of Certificate II in Retail students must complete 14 units of competence including:

- all nine core units of competence
- three units of competence from either Elective Units Group A (General Selling) or Elective Units Group B (General Food Selling)
- two elective units of competence from the General Elective list.

Course Outline

Code	Title	Nominal Hours	Core/Elective
SIRXCCS001A	Apply Point- of-Sale Handling Procedures	20	C
SIRXCCS002A	Interact With Customers	30	C
SIRXCLM001A	Organise and Maintain Work Areas	20	C
SIRXCOM001A	Communicate in The Workplace	40	C
SIRXICT001A	Operate Retail Technology	20	C
SIRXIND001A	Work Effectively in a Retail Environment	45	C
SIRXINV001A	Perform Stock Control Procedures	35	C
SIRXOHS001A	Apply Safe Working Practices	20	C
SIRXRSK001A	Minimise Theft	20	C
SIRRFA001A	Apply Retail Food Safety Practices	30	E
SIRXMER001A	Merchandise Products	30	E
SIRRRPK003A	Advise of Fast Food Products	30	E
SIRXSLS001A	Sell Products and Services	20	E
SIRXSLS002A	Advise On Products and Services	30	E

Qualification & Recognition:

Upon successful completion of this program, students will be awarded the nationally recognised qualification **Certificate II in Retail SIR20207**.

For further information and enrolment details contact Training at Key Employment:

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