

Certificate II in Retail Services



REGISTER NOW!

**FUNDING
OPTIONS
AVAILABLE***
CONTACT US TO
CHECK YOUR
ELIGIBILITY

Enhance your customer service skills for work in retail or other customer focused industries.

This qualification reflects the role of front line 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. Individuals with this qualification are able to perform roles such as front line team member, customer service assistant and point-of-sale operator.

QUALIFICATION

SIR20216

Certificate II in Retail Services

CAREER OPPORTUNITIES

Sales assistant, Customer service representative, Retail assistant, Cashier

ENTRY REQUIREMENTS

- No entry requirements
- Students enrolling online must have access to an internet connected computer with webcam and microphone, PDF reader, and word processing software

COURSE FEE

\$1200

* You may be eligible for government subsidised training. Contact us for more information and eligibility check.

TOTAL COURSE UNITS – 12

7 CORE UNITS

- SIRXCEG001** Engage the customer
- 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
- SIRXCOM001** Communicate in the workplace to support team and customer outcomes

5 ELECTIVE UNITS

- SIRRINV001** Receive and handle retail stock
- SIRXSL002** Follow point-of-sale procedures
- BSBWOR204** Use business technology
- FSKLRG09** Use strategies to respond to routine workplace problems
- BSBSUS211** Participate in sustainable work practices



DATA SOURCE: ^ www.myskills.gov.au 2022

For more information visit www.designerlife.com.au | Call (07) 3333 2055 or email info@designerlife.com.au

[in](#) /Designer Life [f](#) /DesignerLifeTraining [@](#) /DesignerLifeTraining