



# Real training, for real people

SIR20216 CERTIFICATE II IN RETAIL  
SERVICES

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## Course Description

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. Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

## **Total Number of Units - 12**

7 core units and 5 elective units

### **7 Core Units**

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

### **5 Elective Units**

- SIRRINV001 Receive and handle retail stock
- SIRXSLS002 Follow point of sale procedures
- BSBWOR204 Use business technology
- FSKLRG09 Use strategies to respond to routine workplace problems
- BSBSUS201 Participate in environmentally sustainable work practices

### **Mode of delivery:**

Face-to-face, self-paced

### **Entry Requirements**

No entry requirements.

Industry Work Placement will be provided to learners.

**Course fee \$1200 - Funding options may apply.**

**Contact us for more information and eligibility check.**

