

Certificate II in Retail Services

SIR20216



Designer Life

EMPLOYMENT • TRAINING • CAREERS

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.

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

^ As course completion is based on the determination of competency, the total time taken to complete the course will vary based on the student's cohort and their existing skills and knowledge.



ENTRY REQUIREMENTS

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



TRAINING DELIVERY

- Face to Face Classes, Self paced
- OR
- Online with our skilled trainers



COURSE DURATION

- Up to 6 months ^



CAREER OPPORTUNITIES

- Sales assistant
- Customer service representative
- Retail assistant
- Cashier



COURSE FEE
\$ 1200



PLEASE NOTE: Some courses have entry requirements, additionally not all courses are available at all Designer Life locations. Please speak with our enrolment team or check out our website for more information prior to enrolment.

REGISTER NOW!

