Certificate II in Retail Services

Designer Life EMPLOYMENT • TRAINING • CAREERS

SIR20216

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 SIRXSLS002 Follow point-of-sale procedures

BSBWOR204 Use business technology

FSKLRG09 Use strategies to respond to routine workplace

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
- Online with our skilled trainers



COURSE DURATION

• Up to 6 months ^



CAREER OPPORTUNITIES

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



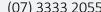
COURSE FEE \$ 1200



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.









www.designerlife.com.au











