



# SIR20216

## CERTIFICATE II IN RETAIL SERVICES

Launch your career in retail and expand your opportunities with the valuable skills and knowledge you need for a frontline retail role.

**Duration:** 6-12 Months

**Method:** Online | Blended | RPL

**Payment:** Upfront, Pay Per Unit

**Funding:** Certificate 3 Guarantee, User Choice

### What Can I Expect?

You will learn the key customer service principles that will guide you through the customer engagement process, including building relationships, effective communication, identifying and acting on customer needs, and providing a solution with a quality customer experience.

With a focus on creating visual merchandise displays and organising and maintaining a store environment, you will have the opportunity to let your creative flair shine. You will learn how to handle and move stock and ensure merchandise is displayed, rotated and priced according to company guidelines.



CASHIER



RETAIL ASSISTANT



CUSTOMER SERVICE ASSISTANT



RETAIL LIQUOR OUTLET ASSISTANT



**Industry Experts**



**Live Webinars**



**Nationally Recognised**



**Blended Learning**



**Pathways to University**



**Rolling Enrolments**

## 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

## Elective Units

SIRRMER001 Produce visual merchandise displays

BSBWOR204 Use business technology

SIRXCOM002 Work effectively in a team

SIRXIND002 Organise and maintain the store environment

SITXCOM002 Show social and cultural sensitivity

## QUALIFICATION STRUCTURE

### Packaging Rules

Total Number of Units: 12  
7 Core Units Plus  
5 Elective Units

### Entry Requirements

Not Applicable.



Scan for more info

V22.1

Visit our website [collegeaustralia.edu.au](http://collegeaustralia.edu.au) or call us on 07 3255 0506 for more information and current pricing.

All information is correct at the time of printing. While every attempt is made to ensure that information is updated and accurate, some changes may occur without notice.