



SIR20216 Certificate II in Retail Services

Qualification 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.

Entry Requirements

There are no entry requirements for this qualification.

Language, literacy and numeracy

All applicants are required to complete a Language, literacy and numeracy assessment prior to enrolling and will require sufficient language, literacy and numeracy skills to be able to complete the assessment. This program requires sound communication and interpersonal skills, the capacity to read and interpret written instructions and the ability to analyse and write reports in context to the job role.

Licensing/Regulatory Information

No occupational licensing, legislative or certification requirements apply to this qualification at the time of publication.

Employment Pathways

This qualification provides a pathway to work in 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.

Education Pathways

- SIR30216 Certificate III in Retail
- SIR40316 Certificate IV in Retail Management

Packaging Rules:

12 units must be completed:

- 7 core units
- 5 elective units

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

Elective Units

SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRXSLS002	Follow point-of-sale procedures
SIRXIND002	Organise and maintain the store environment
SIRXIND004	Plan a career in the retail industry

Location*

This course is delivered offsite at a venue negotiated with the client.

Duration*

6 to 12 months in a retail workplace.

Mode of delivery

All courses offered by TABMA Training are delivered to meet student needs in a similar format with either face to face tuition and/or mentoring support. Some programs have a class-based training schedule to assist students with more comprehensive subjects and assessments.

Students are expected to attend all classes and successfully complete all tasks and activities during the course. There are also activities to be completed outside of the workshops. These activities are aimed at allowing the learners to apply the course content in their own workplace environment.

Assessment type:

The assessments are competency based and use an open book approach book comprising both theoretical and practical exercises. These assessments typically include written questions; case studies/scenarios; individual assessment, and practical tasks in a simulated workplace environment.

Student Eligibility Criteria:

There is no student eligibility criteria.

Recognition of Prior Learning / Credit Transfers:

Recognition of Prior Learning

Students may be eligible to apply for recognition of their chosen qualification by providing evidence of their previous training, employment experience or other life skills that meet qualification requirements. Successful applications may result in a reduced training time.

Credit Transfer

Students may be eligible to apply for credit transfer. This is where you can provide evidence of previous studies where there is equivalence to the units of competency within the course. (Please refer to student handbook).

Costs

Fee for service: \$3492 per full qualification or \$291 per unit of competency

Contact us:

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** Duration and location are subject to negotiation between client and TABMA Training*