Certificate II in Retail Services

Australia’s retail industry has evolved to become one of the country’s major economic forces, and its largest employer. With its diverse range of business types, the employment opportunities are enormous and career prospects equally strong.

Delivery:
- External
- Online
- Traineeship (12 months)

Duration:
Duration may vary depending on electives chosen.

Completion of 8 core unit and 6 elective units are required to gain this qualification.

Core Units:
- SIRXCCS201: Apply point of sale handling procedures
- SIRXCCS202: Interact with customers
- SIRXCLM101: Organise and maintain work areas
- SIRXCOM101: Communicate in the workplace to support teams and customer outcomes
- SITXICT001A: Operate retail technology
- SIRXIND101: Work effectively in a customer service environment
- SIRXWHS101: Apply safe work practices
- SIRXRSK201: Minimise loss

Suggested Electives:
- SIRXMER202: Plan, create and maintain displays
- SIRXSLS201: Sell products and services
- SIRXSLS002A: Advise on products and services
- SIRXMER201: Merchandise products
- SITXFSA101: Use hygienic practices for food safety
- HLTAID003: Provide First Aid

Entry Requirements:
There are no entry requirements for this course.

Future Pathways:
Sales assistant, Customer services representative, Crew member, Checkout operator.