Retail

Delivery:
- On Campus
- Off Campus
- On Line
- Traineeship

Duration:
Duration may vary depending on electives chosen.
Traineeship 12 months

Ongoing enrolments

Certificate II in Retail Services  Code SIR20212

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.

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
- SIRXSL5201 Sell products and services
- SIRXSL002A Advise on products and services
- SIRXMER201 Merchandise products
- SITXFS101 Use hygienic practices for food safety
- HLTAID001 Provide First Aid

Entry requirements
There are no prerequisites for entry into this qualification.

Future pathways  Sales assistant, Customer services representative, Crew Member, Checkout Operator.

TOID 3957  Nationally Accredited Training

To enrol and learn more contact MADEC
T: 1300 436 332 E: education@madec.edu.au  W: www.madec.edu.au