



- FACT SHEET -

SIR 20207 Certificate II in Retail

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Content

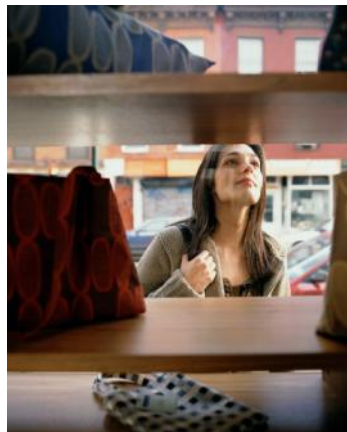
The course is nationally accredited and recognised. It consists of a set of competencies that high performing retail staff should possess.

These competencies relate to the areas of:

- Retail sales
- Workplace safety
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships.

Purpose

The purpose of the training program is to develop the skills and knowledge of retail industry workers.



Program Benefits

- Improved productivity
- Increased innovation
- Development of retail competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- SIRXCCS001A Apply point of sale handling procedures
- SIRXCCS002A Interact with customers
- SIRXCLM001A Organise and maintain work areas
- SIRXCOM001A Communicate in the workplace
- SIRXICT001A Operate retail technology
- SIRXIND001A Work effectively in the retail environment
- SIRXINV001A Perform stock control procedures
- SIRXOHS001A Apply safe working practices
- SIRXRSK001A Minimise theft
- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SIRXMER001A Merchandise products
- SIRXMER005A Create a display
- SRXADM001A Apply retail office procedures

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



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The training you need to excel in the Retail Industry.