



Flexible Training Solutions

SIR20216 Certificate II in Retail Services

Overview:

This qualification reflects the role of individuals working in a supervised role within retail services. They may work in various retail store settings, including supermarkets, department stores, specialty stores, and retail outlets.

They have basic retail operational knowledge and limited practical skills but are trained in point-of-sale handling procedures, workplace communication, working with retail technology, and interacting with customers. They can follow safe work practices, and while they may work with some autonomy or as part of a team, they are usually under direct supervision.

Course delivery & structure:

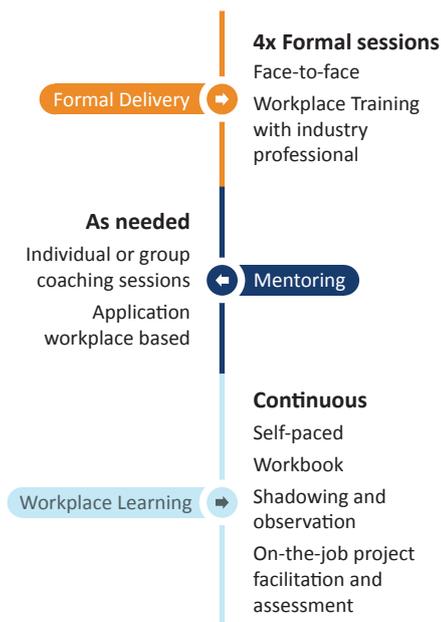
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the SIR20216 Certificate II in Retail Services, students are required to complete a total of twelve (12) units of competency, comprising of:

- 7 core units, and;
- 5 elective units.
 - a minimum of 3 units must be from the elective units listed over page;
 - a maximum of 2 units may be selected from any relevant Training Package or accredited course at Certificate I, II, or III levels.

Delivery Mode:



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Duration:

This program is typically delivered over 12-24 months.



Projects:

We believe to get the most out of a program, training should be applicable to a trainees job role. Projects directly impact and relate to your business.



Workplace mentors:

a workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



This nationally recognised qualification is delivered by Flexible Training Solutions RTO ID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

For more information or to get started visit www.flexibletrainingsolutions.com.au

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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
SIRXSL002	Follow point-of-sale procedures
BSBWOR204	Use business technology
SIRXIND002	Organise and maintain the store environment
SIRXIND004	Plan a career in the retail industry

For more information contact us directly

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 www.flexibletrainingsolutions.com.au