



Certificate II in Retail Services

National Course Code: SIR20212

Training Package: SIR07 Retail Services Training Package

(Provider Code: 22114)

Qualification Description:

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 outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Licensing/Regulatory Information:

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

Updated Qualification:

The course in which you are enrolled is up to date and during or after your enrolment, with national industry standards, the Institute reserves the right to transition you into an alternate course. If this becomes necessary, the Institute will advise you of the change and the arrangements which will be available for you to complete your alternate course.

Entry requirements for the Qualification

There are no entry requirements for this qualification

Recognition of prior Learning

Credit or recognition for units may be granted based on previous learning, studies, and work or life experiences. Contact Administrative services for further Information or email us on admin@aat.edu.au

Thinking of higher education

Thinking of studying next year? Not sure if you should go to TAFE or Uni? Try studying at All Australian Training for more friendly and flexible way of studying with nationally recognised qualifications which leads to higher pathway



What units to be completed by the students (14 units)

BSIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXICT001A	Operate retail technology
SIRXIND101	Work effectively in a customer service environment
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
SIRXADM002A	Coordinate retail office
SIRXCCS203	Promote loyalty programs
SIRXICT002A	Use computers as part of business and e-commerce processes
SIRXINV001A	Perform stock control procedures
SIRXMER201	Merchandise products
SIRXSLS201	Sell products and services

The above list includes units being offered at All Australian Training and that are required to complete this qualification. Other colleges may offer different elective options. If licensing in another State other than NSW is required, please check requirements with the relevant State.

How much is the course?

The cost of this course is **\$3,460**

How do I enrol?

Enrol now (admin@aat.edu.au)

Unique Student Identifier (USI)

From 1 January 2015, all students participating in Nationally Recognised Training in Australia will need to have a Unique Student Identifier, or USI. This includes students completing an apprenticeship, skill set, certificate or diploma course. A USI gives you access to your online USI account and will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Your results will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

How to get a USI

It is free and easy for you to create your own USI online at www.usi.gov.au. Your local Customer Service office can also provide further information and assistance. For assistance please call us on our admin desk line **04 2660 3503/02 8872 8903**.