

CERTIFICATE II IN RETAIL SERVICES



This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

ENTRY REQUIREMENTS

- There are no pre-requisites for entry into this qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- sales assistant
- customer service representative
- crew member
- checkout operator

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Team Leader or Site/Department Manager or Store Manager.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

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COURSE OUTCOMES INTEGRATED WITH FOUNDATION SKILLS

Gain the skills required to:

- Solve problems in the context of a team structure where after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending upon store policies and procedures.
- Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects store values.
- Positively accept and adapt to changes in procedure or arrangements at the store level
- Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of store procedures
- Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform individual tasks but also look for opportunities to assist others.
- Work within the store culture by practicing inclusive behaviour, effective management of personal presentation, hygiene and time; and the ability to efficiently prioritise and complete delegated tasks under instruction
- Plan daily work tasks and priorities within the context of the job role to achieve outcomes within set timelines
- Use point-of-sale systems and/or select and use a range of other retail technology.

Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

Flexible Delivery: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed at least 600 hours for volume of learning appropriate at Certificate II level. The qualification can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless, however, this is assuming that they are able to provide sufficient and current evidence.

Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Certificate II however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative assessments that include research, written tasks and demonstration activities.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options. For learners completing the qualification via traineeship arrangements, we recommend 24 hours of face-to-face group training sessions for Certificate II. In this way learners can learn from each other while being guided by the experienced facilitator.



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more details and
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qualifying staff

COURSE STRUCTURE (Packaging rules)

To achieve a Certificate II in Retail, 12 units must be completed, i.e. All 7 core units as per the list below; a minimum of 3 units from the elective list below; and a maximum of 2 additional elective units from the list below or any relevant Target Training Qualification. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

This qualification must be assessed in a retail environment. If the student is not employed in retail, then work experience must be sought or a simulated retail environment can be established.

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

SIRRFSA001	Handle food safely in a retail environment
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRRMER002	Merchandise food products
SIRXPDK002	Advise on food products and services
SIRXSLS002	Follow point-of-sale procedures
BSBWOR204	Use business technology
SIRXIND002	Organise and maintain the store environment



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Core Units:

SIRXCEG001 Engage the customer

1. Engage customers.
2. Assist customers.
3. Contribute to a service culture.

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

1. Use effective communication techniques.
2. Respond to diversity in communication.
3. Confirm and respond to workplace requirements.

SIRXIND001 Work effectively in a service environment

1. Source and use information on employment rights and responsibilities.
2. Work within organisational requirements.
3. Use effective work habits.

SIRXIND003 Organise personal work requirements

1. Identify personal work requirements.
2. Complete personal work requirements.
3. Respond to changes in personal work requirements.

SIRXPDK001 Advise on products and services

1. Develop product and service knowledge.
2. Respond to customer requests.
3. Enhance information provided.

SIRXRSK001 Identify and respond to security risks

1. Identify potential security risks.
2. Respond to security breaches.
3. Report on security issues.

SIRXWHS002 Contribute to workplace health and safety

1. Act safely in the workplace.
2. Follow emergency procedures.
3. Participate in workplace health and safety practices.

Elective Units:

SIRRFSA001 Handle food safely in a retail environment

1. Follow food safety program.
2. Store and handle food safely.
3. Maintain personal hygiene standards.
4. Maintain equipment and work area.

SIRRINV001 Receive and handle retail stock

1. Maintain stock handling and storage areas.
2. Accept stock delivery.
3. Replenish stock levels.

SIRRMER001 - Produce visual merchandise displays

1. Prepare to produce visual merchandise display.
2. Display merchandise.
3. Maintain display.

SIRRMER002 - Merchandise food products

1. Prepare to produce food display.
2. Display food products.
3. Maintain food display.

SIRXPDK002 Advise on food products and services

1. Develop food product and service knowledge.
2. Respond to customer requests.
3. Enhance information provided.

SIRXSLS002 Follow point-of-sale procedures

1. Follow point of sale work systems.
2. Process point-of-sale transactions.
3. Complete sales.

BSBWOR204 Use business technology

1. Select and use technology
2. Process and organise data
3. Maintain technology

SIRXIND002 Organise and maintain the store environment

1. Clean the store environment.
2. Maintain the store environment.



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