

retail services

Course Code & Name:		Certificate II in Retail Services SIR20216
Course Aims:		Current for 2021 The Certificate II in Retail Services aims to provide students with the skills, knowledge and attitude to work in a retail workplace setting. During the course, students will acquire the confidence and skills that are highly sought after by employers. They will also develop the core workplace skills that are transferable across industries.
Course Delivery	Location and Times:	Year 1: Swinburne University of Technology, 12-50 Norton Road, Croydon Wednesday 9:00am-3:00pm Year 2: Swinburne University of Technology, 12-50 Norton Road, Croydon Wednesday 9:00am-3:00pm
	Mode of Delivery:	Simulated Workshops/Classroom based
	Duration:	2 years part time

On successful completion of this program the student will achieve:

Credit towards VCE/VCAL	VCE:	VCE: Students will be eligible for four units of credit at the 1&2 level.
	VCAL:	This program contributes to the Industry Specific Skills Strand of VCAL and may also contribute to the Work Related Skills Strand of VCAL.
	Qualification:	Be eligible for the award of SIR20216 Certificate II in Retail Services.

Additional Requirements/ Information:	Name of RTO & Provider of Qualification:	Swinburne University of Technology (TOID 3059)
	RTO Student Information:	Please refer to http://www.swinburne.edu.au/policies-regulations/ and www.mullumcluster.com for student rights and responsibilities while on campus.
	OHS / Personal Protective Equipment:	NA
	Excursions:	Local excursions to retail stores may be required.
	Work Placement:	Not required but is recommended.
	Other:	Please note this course is subject to change.

Units of Competency:

All units of competency to be completed over 2 years to be eligible for the qualification.

These units of competency to be completed in 2021

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
SIRXSLS002	Follow point-of-sale procedures	20	E
SIRXCEG001	Engage the Customer	30	C
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40	C
SIRXIND003	Organise personal work requirements	20	C
SIRXWHS002	Contribute to workplace health & safety	20	C
SIRXPDK001	Advise on products and services	30	C
SIRRMER001	Produce visual merchandise displays	35	E
Total nominal hours		195	

These units of competency to be completed in 2022

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
SIRXIND001	Work effectively in a service environment	45	C
SIRXRSK001	Identify and respond to security risks	30	C
SIRXIND002	Organise and maintain the store environment	20	E
SIRXIND004	Plan a career in the retail industry	20	E
SIRRINV001	Receive and handle retail stock	35	E
BSBWOR204	Use business technology	20	E
FSKLR909	Use strategies to respond to routine workplace problems	15	E
Total nominal hours		185	

FUTURE PATHWAYS & OPPORTUNITIES	Complementary studies:	<ul style="list-style-type: none">AccountingBusiness Management	<ul style="list-style-type: none">EnglishFurther Mathematics
	Pathways:	<ul style="list-style-type: none">Certificate III in Retail OperationsCertificate IV in Retail Operations	<ul style="list-style-type: none">Diploma of Retail Operations
	Possible Future Career Opportunities:	<ul style="list-style-type: none">BuyerCustomer Service OfficerMerchandiserRetail/Store Manager	<ul style="list-style-type: none">Sales AssistantSales RepresentativeTeam Leader

