





Certificate II in Retail Services

JOB PROSPECTS

- Customer Service Assistant
- Gourmet Food Sales Assistant
- Customer Service Assistant (Quick Food)
- Customer Service Assistant (Department Stores)
- Checkout Operator
- Customer Service Officer

 WAYS TO STUDY	 COST
By location ✓	Subsidised \$600
Apprenticeship ✓	Concession \$172
	Full fee \$450 - \$3,470

COURSE OUTCOME

SIR20216 Certificate II in Retail Services

Course overview

During this course, you will learn how to engage customers and work effectively in a service environment. You'll learn how to produce visual merchandise displays, organise and maintain the store environment, and advise on products and services.

Successfully completing this qualification is the first step for a career in retail service and will give you a taste of what to expect in the workplace. You'll gain valuable basic-skills needed to work as a customer service assistant in a range of retail environments.

Units

The successful achievement of this qualification requires you to complete all core and 5 elective units from the list below.

Core units

UNIT CODE UNIT NAME

SIRXCEG001 Engage the customer

Adapted from: [https://www.tafensw.edu.au/offering/CHC33015-05V02-18HIL-013/Certificate-III-in-Individual-Support-\(Ageing,-Home-and-Community\)](https://www.tafensw.edu.au/offering/CHC33015-05V02-18HIL-013/Certificate-III-in-Individual-Support-(Ageing,-Home-and-Community))



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

UNIT CODE UNIT NAME

SIRRINV001 Receive and handle retail stock

SIRRMER001 Produce visual merchandise displays

SIRXCOM002 Work effectively in a team

SIRXIND002 Organise and maintain the store environment

SIRXSLS001 Sell to the retail customer

Ways to study

By location

Attend a campus to learn face-to-face with a teacher in one of our learning spaces; such as a classroom, workshop, laboratory or simulated environments, or interact with teachers using real-time video or web conference tools.

Apprenticeship or traineeship

At TAFE Queensland, we understand that employers need options and flexibility in employee training. We are committed to delivering the flexible training plans you need to get the job done. Choose from workplace training, block training, drop in days, mobile training, day release, or a mix of all these options.

Payment options

UPFRONT

This is the total cost of the course you need to pay when you enrol if you are not eligible for a subsidy or concession.

PAYMENT PLAN

If you have difficulty paying for the full cost of a course upfront, you may be eligible for a payment plan. Call customer service staff on 1300 308 233 who



can discuss other available payment options with you. For example, we may be able to arrange for you to pay a reduced deposit upfront, or you may be eligible for a scholarship or other subsidies.

Entry requirements

This qualification has no formal entry requirements.

Selection criteria

Domestic Students

The following Selection Criteria requirements apply only to Domestic students: You need to meet one of the following academic requirements:

- Certificate II or III or completion of Year 10 (or equivalent)
- Certificate IV or Diploma or completion of Year 12 (or equivalent)
- Mature-aged entry with work experience in a related field

If you are from a non-English speaking background and have learned English since arriving in Australia you must have completed Certificate III (Level 3) in Spoken and Written English (CSWE) or IELTS 5.5 or equivalent recognised and approved literacy assessment. Applicants will be required to provide a certified copy of this Certificate with their application.

Vocational placement

If you are not currently employed or volunteering in an aged care, residential care, disability support or home and community care setting, during your course you will be required to complete vocational placement. You'll be required to work shifts determined by your placement provider, and these can include early mornings or late nights, any day of the week, including public holidays. TAFE Queensland may be able to assist in arranging suitable placements.

Completing placement is compulsory, and you will be expected to manage family and work commitments in order to complete your shifts. You are required to complete 120 hours of placement to satisfy this component of your qualification. You will need to complete a Criminal History Check (yellow card) and apply for a Blue Card (working with children check) for placement. Please note: criminal history check must not be older than three months prior to start of study.



How to apply

Direct application

If you're ready to get started, simply hit the Apply Now button on your preferred course information page and get your application underway online. Or hit Enquire now button if you need to ask questions before making a decision.

Questions:

1. How much do you need to pay if you hold a concession card?
2. What roles can you do after obtaining a qualification from this course?
3. What are the Core Units you need to take?
4. How many hours of work placement do you need to do for this course?
5. If you are interested in this course, how should you enrol?
6. What payment options and assistance are available for this course?