



# Certificate II in Retail Services

## DESCRIPTION

Gain the skills and knowledge to be competent in a range of activities and functions requiring basic retail operational knowledge and practical skills. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail outlets.

## Ways to study

### Award Course (up to 6 months)

Attend a campus to learn face-to-face, or interact with teachers using real-time video or web conference tools.

### Apprenticeships & traineeship (12 months)

At TAFE South Australia, we understand that employers need options and flexibility in employee training. Choose from workplace training, block training, drop in days, mobile training, day release, or a mix of all these options.

## Award Course Option

Duration	Example Career Profile
Up to 6 months Full Time or Part Time equivalent	Retail Sales Supervisors and Assistants

## Locations & Applications

Campus / Location	Code	Study Mode	Study Load	Scheduled	
Adelaide City	501348				<a href="#">Apply Now</a>
Mount Gambier	555008				<a href="#">Apply Now</a>
Port Augusta	534004				<a href="#">Apply Now</a>

### Icon Legend

On Campus/Location Online Blended External Workplace Full Time Part Time Day Classes Evening Classes International



## Course Admission Requirements

No course admission requirements. If there are more applications for this course than places available, applicants will be ranked by date of application to this course.

## Fees

Total Fees for the 6 month course	
Full Fee	\$1,496 - \$1,710

Fees vary depending on subjects you enrol into. TAFE SA and their agents reserve the right to make any changes necessary.

## Help with Fees

### *Upfront Payment*

Each semester, fees can be paid online with VISA or Mastercard or at an Australian Post outlet.

### *Payment Plan*

If you have difficulty paying your fees upfront, you may be eligible for a payment plan (Fees-by-Instalment or FBI). To apply for FBI, you will need to read through the FBI information package and complete the checklist, application form and privacy statement.

To be eligible for FBI, the following criteria must apply:

- I am enrolled (registered) in an award course at certificate II,III or IV level on the TAFE Self Service system.
- I am not an international student.
- My fees are greater than \$250.
- I have no outstanding fees with TAFE SA.
- My current financial situation does not permit me to pay my fees in full.
- I am able to provide my proof of income (payslips/income statement from the previous two pay periods).

## Employment Outcomes

Retail is one of the largest employment sectors in Australia with many opportunities for graduates. These roles include merchandising, buying, selling, marketing and styling and can be in a diverse range of businesses including fashion, footwear and accessories.

Possible job roles include: Sales Assistant, Customer Service Assistant.



## Qualifications & Skills Covered

### Certificate II in Retail Services (SIR 20216)

This qualification provides skills in customer service, selling, product knowledge, and merchandising. To complete the qualification you are required to complete all 7 core units and 5 elective units.

## Units

### Core

Name	Nominal Hours	Subject Code	National Code
Advise on products and services	30	SAAXF	SIRXPDK001
Communicate in the workplace to support team and customer outcomes	40	SAAWF	SIRXCOM001
Contribute to workplace health and safety	20	SAAWY	SIRXWHS002
Engage the customer	30	SAAWH	SIRXCEG001
Identify and respond to security risks	30	SAAWS	SIRXRSK001
Organise personal work requirements	20	SAAXD	SIRXIND003
Work effectively in a service environment	45	SAAXA	SIRXIND001

### Elective

Name	Nominal Hours	Subject Code	National Code
Follow point-of-sale procedures	20	SABBH	SIRXSL002
Organise and maintain the store environment	20	SABBL	SIRXIND002
Plan a career in the retail industry	20	SABBM	SIRXIND004
Produce visual merchandise displays	35	SAAXH	SIRRMER001
Receive and handle retail stock	35	SAAWD	SIRRINV001



**Questions:**

1. What are the available study options?
2. You are currently working 3 days per week and can only attend night classes. You are planning to enrol in Mount Gambier campus. Does this campus fit your situation? Please explain.
3. What payment options and assistance are available for this course?
4. What financial criteria do you have to meet to be available for payment plan?
5. What roles will you be able to apply once you have completed this course and in what sector?