

Certificate II in Retail (SIR20207)

Who is this course for?

The course is especially designed for those who want a possible future in retail roles, these include:

- Providing product and service advice in a retail store
- Selling products and services in variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Store, rotate and replenish food stock
- Checking stock and replenishing retail shelves
- Organising and maintaining work areas and displays

Possible roles may be:

- Sales Assistant
- Customer Service Representative
- Crew Member
- Checkout Operator

What will you learn in this course?

The course aims to give you the knowledge and skills required to work in most areas of a retail environment. The qualification requires fourteen (14) units of competency. Comprising of nine (9) core units and five (5) elective units.



CORE UNITS

SIRXCOM001A	Communicate in the workplace	SIRXCLM001A	Organise and maintain work areas
SIRXCCSO01A	Apply point of sale handling procedures	SIRXOHS001A	Apply safe working practices
SIRXCCS002A	Interact with customers	SIRXRSK001A	Minimise theft
SIRXIND001A	Work effectively in a retail environment	SIRXINV001A	Perform stock control procedures
SIRXICT001A	Operate retail technology		Call us for more information about the Electives

Employability Skills Summaries for Training Package qualifications are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

HB Training is a Registered Training Organisation delivering accredited training in Business, Retail, Financial Services, Information Technology and Training and Assessment.

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