

# Course information sheet SIR20216 Certificate II in a Retail Services

## Who is this course for?

This course is for employees in community stores managed by Outback Stores



## Why do this course?

This course aims to:

- Prepare you for work in the store
- Increase your confidence at work
- Recognise and build on your existing skills at work

The Certificate II in Retail Services provides the skills and knowledge for you to work in the retail industry.

It's a nationally accredited qualification which means it is recognised by employers all over Australia and can lead to a number of options for your career and further study.

The skills learned through this qualification are transferable. That means they can be used now in your community store or with another employer in your future career.

You could use your skills and knowledge in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

## How long will it take?

This course is self-paced. Your manager and assessor will help you to work through the course at a pace that suits your skills and confidence.

Most people will complete it in 12-18 months

## Recognition of Prior Learning

If you have experience or studies relevant to your chosen course you can apply to have these skills recognised through Recognition of Prior Learning (RPL).

Your knowledge and skills may have been gained through work, formal study, volunteering, informal or formal training, social activities or general life experiences. Please speak to your trainer for advice on RPL.

## Eligibility and Entry requirements

There are no entry requirements for this qualification.

## How does training and assessment happen?

Your training will occur on the job during your regular work hours. Your assessor will help with training during store visits. Your assessor might be a trainer from Outback Stores' office, your area manager or another qualified person.



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## What are the units in the course?

This training package consists of 12 units– 7 core units and 5 electives.  
The electives chosen have been guided by Outback Stores management.

### 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
SIRXIND002	Organise and maintain the store environment
FSKLRG09	Use strategies to respond to routine workplace problems

### And your choice of either

SIRRMER001	Produce visual merchandise displays
SIRXSLS002	Follow point-of-sale procedures

## Where can the course lead?

The Certificate II in Retail Services can lead to the following future opportunities:

### Positions within Outback Stores:

People who successfully complete this course can perform roles at Outback Stores such as:

- Community Store Support Staff

### Further study:

People who successfully complete this course can continue studying:

- Certificate III in Retail

### Further employment:

People who successfully complete this course can perform roles in industry such as:

- provide customer service in a retail store
- sell products and services in a variety of retail settings
- organise and maintain work areas and displays

## For more information contact:

Outback Stores Training

P: (08) 8982 1900

M: 0437507584

E: TrainingGroup@outbackstores.com.au



**OUTBACK**  
*Stores*  
*Working With Communities*

Registered Training Organisation 70040