

employment
training

business services youth
disability



Certificate II in Retail

National Course Code SIR20207

Qualification Overview

Certificate II in Retail is an entry level course and prepares participants for positions in sales, customer service or for those intending to work in a small retail business performing a broad range of duties.

Entry Requirements

There are no prerequisites for this course.

Course Content

Certificate II in Retail requires nine core units and five elective units of competency to be successfully completed.

Core Units

- SIRXCCS001A Apply point of sale handling procedures
- SIRXCCS002A Interact with customers
- SIRXCOM001A Communicate in the workplace
- SIRXIND001A Work effectively in a retail environment
- SIRXOHS001A Apply safe working practices
- SIRXICT001A Operate retail technology
- SIRXCLM001A Organise and maintain work areas
- SIRXINV001A Perform stock control procedures
- SIRXRSK001A Minimise theft

Elective Units*

- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services
- SIRXMER001A Merchandise products
- SIRRFSA001A Apply retail food safety practices
- SIRXFIN001A Balance point of sale terminal

**Other units may be available to address specific workplace requirements upon negotiation.*

Mode and Length of Study

Certificate II in Retail is offered on a face to face basis or as an Australian Apprenticeship.

Recognition of Prior Learning (RPL)

Speak with our staff to determine if you are able to gain subject credits or exemptions. BEST Community Development will recognise Australian Qualifications Framework (AQF) qualifications and statements of attainment from other organisations.

Enquiries

For information regarding enrolment, fees or further course selection please contact our Training Department on 03 5329 1500 or email training@bestcd.org.au

