



SIR20207 Certificate II in Retail (School Based Traineeship)

So what exactly is a Certificate II in Retail?

Great question! The *Certificate II in Retail* is an entry-level qualification. The course covers the essentials of customer service, stock control, cash flow management and the technologies in use across the retail field. The course is useful if you are looking to enter the retail industry, or if you're already working in a retail environment.

The *Certificate II in Retail* is a terrific course if you want to consolidate, or get recognition for your retail knowledge, and covers topics such as: operating a cash register, providing product and service advice to customers, organising and maintaining displays, merchandising, and shelf display.

Sounds great. What jobs can I get if I have a Certificate II in Retail?

If you want an entry-level position in retail outlets, such as supermarkets, department stores, specialty stores or fast food outlets, this course is an excellent choice. Here are some possible jobs you might be interested in:

- Sales assistant
- Customer service representative
- Crew member
- Checkout operator.

What types of skills will I gain from a Certificate II in Retail?

This course provides you with the knowledge and skills to contribute effectively within a team environment.

- **Communication and team building:** with clients and other people in your workplace, giving and receiving feedback
- **Innovation and problem solving:** improving customer service, identifying and implementing possibilities for change and efficiency

- **Planning and self-management skills:** monitoring and improving your performance and workflow, and working towards team effectiveness
- **Learning:** setting and achieving goals and understanding more about your ongoing training needs
- **Technology:** using point-of-sale systems and in-store technology.

Sounds exciting. How do I actually take the course?

EIM Training can provide you with a choice of delivery formats. Simply choose the one that suits you best:

1: As a Trainee you would typically be in grade 11 or 12 under an approved agreement which allows you to study for your senior certificate. A trainee must be in paid employment within the same or similar industry as the qualification, which will substitute a school day once per week.

What other qualifications do I need before I enrol?

There are no prerequisites for this qualification, but before you enrol in a *Certificate II in Retail*, you should be able to demonstrate that you have basic computer skills in word processing. If you can show a level of competency, through work experience and job descriptions, or can demonstrate basic numeracy and literacy skills, then you're ready for the next step!

Version2.0 Created 23/4/11

So what does the course cover exactly?

The course comprises of 14 units. 9 core unit, plus 5 elective units. All units are competency based and you are assessed as you progress through each part, so you

know how you are going at each step of the way. Once you finish the last unit successfully, you will attain a *Certificate II in Retail*. It's that easy!

Units you can train face-to-face at our campus include:

Core Units

SIRXCCS001A Apply point-of-sale handling procedures
SIRXCCS002A Interact with customers
SIRXCLM001A Organise and maintain work areas
SIRXCOM001A Communicate in the workplace
SIRXICT001A Operate in a retail technology
SRXIND001A Work effectively in a retail environment
SIRXINV001A Perform stock control procedures
SIROHS001A Apply safe working practices
SIRXRSK001A Minimise theft

Elective Units

SIRINV002A Maintain and order stock
SIRXSL002A Advise on products and services
SIRXMERO01A Merchandise products
SIRXMERO05A Create a display
SIRXFIN001A Balance point-of-sale terminal.

What study pathway can I pursue once I've achieved a Certificate II in Retail?

Once you have a *Certificate II in Retail*, you can choose to progress on to a *Certificate III in Retail* (SIR30207). This qualification focuses more on self-management and guidance in a wide range of retail environments. You can also explore a wide range of other Certificate III

qualifications to supplement your retail qualification. Contact EIM Training if you are interested in any other courses. We have worksheets similar to this one that explain our Certificate III courses in more detail.

I want to do it. How can I pay for the course?

If you're eligible for a Government funded school based traineeship, there will be no cost to you to undertake this qualification.

Funded schemes available for this qualification:

Government Funded Traineeships: Employers who enrol their staff in Government Funded Traineeships may also be eligible for Federal and/or State Government Funding for each trainee, for each course. This can be up to \$4000 per trainee for the employer.

Our team will assist you in your application for appropriate funding.

To find out if you are eligible, contact your nearest campus: Gold Coast Robina 1300 765 064; Hervey Bay (07) 4124 6422

Information correct at time of printing. Course content, prices, dates and times are subject to variation.