



RETAIL



# SIR20216- Certificate II in Retail Services

**Information Session**

**Wednesday 17<sup>th</sup> June 2020**

**9.30am – 11.30am**

**Contact Work and Training on (03) 6214 5177 to register your interest**

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as front line team member, customer service assistant and point-of-sale operator.

## Course Schedule

**Duration:** 23 Weeks

**Date:** 22<sup>nd</sup> June 2020 to 23<sup>rd</sup> November 2020

**Class Time:** 9.30am – 2.30pm

**Format:** Two days per week in class (Monday's and Tuesday's) and two days per week home study for 19 weeks as well as a four week work placement.

**Venue:** Work & Training – 1 Bowen Road Moonah

**Cost:** funded places\* are limited. This training is subsidised by the Department of State Growth, Tasmania. \*subject to eligibility.

*For more information contact us:*

☎ 1300 309 675    🖥 [workandtraining.com.au](http://workandtraining.com.au)    ✉ [trainingcourses@workandtraining.com.au](mailto:trainingcourses@workandtraining.com.au)



Provider no: 1126

### Hobart

1 Bowen Rd  
PO Box 447  
Moonah TAS 7009

### Launceston

26 Elizabeth St  
PO Box 5500  
Launceston TAS 7250

### Devonport

56 Oldaker St,  
Devonport TAS 7310

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## Course Content

On completion of the course, participants will be able to demonstrate the practical skills and knowledge regarding:

- Working effectively in a service environment
- Workplace health and safety
- Customer Service and communication skills
- Advise on products and services
- Food safety
- Point-of-sale procedures
- Stock handling
- Identify and respond to security risks
- Time management
- Business technology

## Course Information

Training will be delivered by one of our professional trainers with extensive industry experience. The training utilises materials such as power point presentations, paper based resources, current industry workbooks, practical tasks, and on-the-job work placements (4 weeks).

Assessments will be conducted using knowledge, case studies, observation and competency conversation assessment tools, as well as a workplace diary.

This program is nationally recognised and on successful completion you will be awarded with the qualification:

- SIR20216 – Certificate II in Retail Services

For information around refunds, LLN issues, available support services, possible government subsidies, and all other relevant information, please refer to our student guide handbook – which is located on our website, or can be made available on request.

*For more information contact us:*

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