<table>
<thead>
<tr>
<th><strong>National course code</strong></th>
<th>SIR20212</th>
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<tbody>
<tr>
<td><strong>Training package</strong></td>
<td>SIR07 Retail Services Training Package</td>
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<tr>
<td><strong>How long will it take?</strong></td>
<td>12 months</td>
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<tr>
<td><strong>TAFE NSW delivery Institute and RTO code</strong></td>
<td>Western Sydney Institute RTO 90000</td>
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<tr>
<td><strong>Payment plan</strong></td>
<td>Payment is in two instalments.</td>
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<tr>
<td><strong>Can I apply for VET FEE-HELP?</strong></td>
<td>No</td>
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</tbody>
</table>

**Why take this course?**

Would you like to work in a retail store? The Certificate II in Retail Services is a great starting point! This course gives you the basic practical skills and knowledge to work in a range of retail stores in roles that require basic retail operational knowledge and practical skills.

Learners who complete this course generally work as part of a team within a retail store under the guidance of a supervisor or manager.

In this course, you’ll develop skills to:

- work effectively in the retail industry
- communicate with customers
- provide customer service and product information
- use retail technologies
- look after your work area and stock in your department or store.

You will also start to plan your own retail career.

This qualification is nationally recognised so you can work in a variety of retail store setting throughout Australia.

Information correct at time of publishing December 2015
### How will it help my career?

While undertaking this course you could be working in the following job roles:

- Sales assistant
- Customer service assistant
- Checkout operator

These roles could be located in a number of different types of stores including specialty stores, supermarkets, department stores and fast food outlets.

This course includes a career planning module that gives you the opportunity to identify your current skills and interests and explore related retail career options. You'll also develop a plan for your skills development with the assistance of experienced retail industry staff.

### What are the entry requirements for this course?

There are no entry requirements for this course. You may undertake this course with little or no experience in the retail industry.

### Can I continue my studies after this course?

After achieving this qualification, you may go on to study:

- SIR30212 Certificate III in Retail Operations (with relevant work experience)
- SIR30312 Certificate III in Retail Supervision (with relevant work experience)
- Other business related qualifications

### Can I get credit for my existing skills or qualifications?

If you already have skills and knowledge that are relevant to your course you may be able to apply for credit through articulation, credit transfer or recognition of prior learning.

By applying for credit you can reduce the amount of time you need to study and get your qualification faster.

You can apply to your TAFE NSW Institute when you enrol or as soon as your classes start.

### What level of English language do I need?

All TAFE NSW Online courses require you to meet minimum English language levels before you enrol. Detailed information about meeting these English language levels is available at the [TAFE NSW Australia website](https://www.tafensw.com.au).

To get the most from your course, you should be able to read online material and textbooks, complete written assignments and conduct research independently. Your online study will include webinars (online seminars or meetings), text-based discussions and collaboration.
This course is made up of 8 core and 6 elective units (14 units in total) grouped into 6 clusters:

**Core units:**
- SIRXCCS201: Apply point-of-sale handling procedures
- SIRXCCS202: Interact with customers
- SIRXCLM101: Organise and maintain work areas
- SIRXCOM101: Communicate in the workplace to support team and customer outcomes
- SIRXICT001A: Operate retail technology
- SIRXIND101: Work effectively in a customer service environment
- SIRXRSK201: Minimise loss
- SIRXWHS101: Apply safe work practices

**Elective units:**
- SIRXICT002A: Use computers as part of business and e-commerce processes
- SIRXINV001A: Perform stock control procedures
- SIRXMER201: Merchandise products
- SIRXSLS201: Sell products and services
- SIRXSLS002A: Advise on products and services
- SIRXIND102: Plan a career in the retail industry

To successfully complete this course you will need to undertake assessments for each of the six clusters of learning that make up this course. There are six written assessments, journals, and online quizzes to complete.

**What is the average weekly workload?** 8 - 12 hours per week.

**Do I need access to a workplace to complete the course?** No, it is not essential for you to be currently working in a retail role but we do recommend that you have access to a retail workplace, or be able to visit local stores and shopping centres while you study so you can identify and refer to retailing practices.

Information correct at time of publishing December 2015
### What computer skills and equipment do I need?

You’ll need basic computer skills to complete the course online. This includes the ability to:

- access and search the internet
- use software to create, save and edit documents
- upload, download and save documents through websites
- attach and use devices, e.g. USB flash drive
- participate in online discussions

You’ll also need access to:

- a computer or other device such as a tablet or mobile phone with reliable internet access
- recording equipment such as a video recorder, smart phone or tablet with recording capability.

Minimum equipment requirements for all TAFE NSW Online courses are listed at [https://www.tafensw.edu.au/courses/tafe-nsw-online/study-online/check-youre-online-ready](https://www.tafensw.edu.au/courses/tafe-nsw-online/study-online/check-youre-online-ready)

### Will I need to buy or access anything else?

This course does not require you to purchase textbooks or other learning materials. You will need a calculator for some of the work in this course.

### Will I gain professional recognition when I finish?

You will be awarded the SIR20212 Certificate II in Retail Services upon successful completion of this course.

### Other course options

TAFE NSW Online offers a range of related business courses. You may also be interested in:

- Certificate III in Business Administration

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