Certificate II in Retail Services

Course code: SIR20212

The Certificate II in Retail Services aims to provide students with the skills, knowledge and attitude to work in a retail workplace setting. During the course, students will acquire the confidence and work skills that are highly sought by employers. They will also possess the core workplace skills that are transferable across industries.

On successful completion of a VETIS course, students are guaranteed a place in a Swinburne Vocational Education program (subject to entry requirements for the course they wish to undertake are met).

Note: An upgrade of this program will be introduced in 2017 which will result in changes to this information.

Location and times

Year 1
Croydon campus
Wednesday 9.00pm–3.00pm

Year 2 (2018)
TBA

Mode of delivery
Classroom/Simulated retail store. Excursions to local retail stores may be required.

Duration
Two years part-time

Outcomes
On successful completion of this program, students will:

• VCE: be required to contact the VET Coordinator at the school to confirm credit arrangements for this program.
• VCAL: meet the requirements for the Industry Specific Skills strand.
• Qualification: be eligible for a nationally recognised qualification SIR20212 Certificate II in Retail Services.

Structured Workplace Learning
Structured Workplace Learning (SWL placement) is not required but is strongly recommended by the Victorian Curriculum and Assessment Authority www.vcaa.vic.edu.au/
An option is available to the student involving a SWL experience for real hands-on learning. Previous students have undertaken SWL through Myer.

Complementary studies
• Accounting
• Business Management
• English
• Further Mathematics

Pathway opportunities
• Certificate III in Retail Operations
• Certificate IV in Retail Operations
• Diploma of Retail Operations

Fees and application
Contact the Secondary School VET Coordinator or Careers Practitioner.

Career opportunities
• Buyer
• Customer service officer
• Merchandiser
• Retail/Store manager
• Sales assistant
• Sales representative
• Team leader

Information for students
Please refer to www.swinburne.edu.au/policies-regulations/ for student rights and responsibilities while on campus.

More information
T: 1300 275 794
E: VETinschools@swin.edu.au
W: www.swinburne.edu.au/vetis

Registered Training Organisation Provider No: 3059
Certificate II in Retail Services

Units of competency

Year 1

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit name</th>
<th>Nominal hours</th>
<th>Compulsory / Elective</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIRXCOM101</td>
<td>Communicate in the workplace to support team and customer outcomes</td>
<td>40</td>
<td>C</td>
</tr>
<tr>
<td>SIRXWH5101</td>
<td>Apply safe work practices</td>
<td>20</td>
<td>C</td>
</tr>
<tr>
<td>SIRXICT001A</td>
<td>Operate retail technology</td>
<td>20</td>
<td>C</td>
</tr>
<tr>
<td>SIRXIND101</td>
<td>Work effectively in a customer service environment</td>
<td>45</td>
<td>C</td>
</tr>
<tr>
<td>SIRXCLM101</td>
<td>Organise and maintain work areas</td>
<td>20</td>
<td>C</td>
</tr>
<tr>
<td>SIRXSLS201</td>
<td>Sell products and services</td>
<td>20</td>
<td>E</td>
</tr>
<tr>
<td>SIRXSLS002A</td>
<td>Advise on products and services</td>
<td>30</td>
<td>E</td>
</tr>
<tr>
<td></td>
<td><strong>Total nominal units</strong></td>
<td><strong>195</strong></td>
<td></td>
</tr>
</tbody>
</table>

Year 2 competencies (for 2018) to be advised

Information is current at the time of publication (July 2016) but is subject to change.