

Certificate II in Retail Services

Course code: SIR20216

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).

Location and times

Croydon campus
Wednesday 9.00pm–3.00pm

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 SIR20216 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

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Units of competency

Year 1 and 2

Unit code	Unit name	Nominal hours	Compulsory / Elective
SIRXSL002	Follow point-of-sale procedures	20	C
SIRXCEG001	Engage the Customer	30	C
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40	C
SIRXIND003	Organise personal work requirements	20	C
SIRXWHS002	Contribute to workplace health & safety	30	C
SIRXPDK001	Advise on products and services	30	C
SIRRMER001	Produce visual merchandising displays	35	E
SIRRINV001	Receive and handle retail stock	35	E
Total nominal units		240	

Information is current at the time of publication but is subject to change.