

# 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/](http://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/](http://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](mailto:VETinschools@swin.edu.au)  
W: [www.swinburne.edu.au/vetis](http://www.swinburne.edu.au/vetis)

## Certificate II in Retail Services

### Units of competency

Year 1 and 2

Unit code	Unit name	Nominal hours	Compulsory / Elective
SIRXSL001	Sell to the retail customer	20	E
SIRXWS001	Work safely	30	E
SIRXIND001	Work effectively in a service environment	45	C
SIRXCOM001	Communicate in the workplace to support team & customer outcomes	40	C
SIRXSL002	Follow point of sale procedures	20	E
SIRXHWB001	Maintain personal health and wellbeing	40	E
SIRRMER001	Produce visual merchandising displays	35	E
<b>Total nominal units</b>		<b>230</b>	

Information is current at the time of publication (September 2017) but is subject to change.