



CASTLE PERSONNEL



SIR20207

Certificate II in Retail



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The Castle Personnel, Certificate II in Retail will equip you with skills and knowledge to begin a career in the retail industry.

This course is for people who want to work in a retail sales and service environment at a junior level. You will learn how to communicate effectively with colleagues and customers, apply safe working practices and perform stock control and point-of-sale procedures. You will also learn how to minimise theft, operate retail technology and organise and maintain work areas. This will take place through a combination of individual and team based learning strategies that include practical activities, industry case studies, role plays, simulations, projects and assignments.

The course focuses on the practical skills and tasks required to function at an operational level in the retail environment.

The Certificate II in Retail is for people who may have some exposure or no experience in Retail and those wishing to move into this area in all industries.

Our target audience in particular is:

- People new to the workforce or not previously employed who will gradually build up their skills and knowledge to complete the full qualification over time.
- People returning to the workforce who need to update their skills
- Young people & job seekers who may have been referred by specialist agencies
- School leavers or those preparing for the Retail environment
- Small & medium Retail owners.

Entry requirements: A Good command of English language and numeracy and access to a computer

Qualification length: Full Time – 20 Weeks

Can be completed at a pace to suit the student

The Castle Personnel Services Certificate II in Retail includes:

- classroom based learning at our venue
- learning in the dedicated computer training rooms at our college venue
- student workbooks to support learning
- practice exercises and use of templates that reinforce the required knowledge and skills
- simulated learning activities based on work scenarios and case studies
- pairs and group work

QUALIFICATION DETAILS



Subject Code	Unit Code	Unit title
RT 01	SIRXCCS001A	Apply point-of-sale handling procedures
RT 02	SIRXCCS002A	Interact with customers
RT 03	SIRXCLM001A	Organise and maintain work areas
RT 04	SIRXCOM001A	Communicate in the workplace
RT 05	SIRXICT001A	Operate retail technology
RT 06	SIRXIND001A	Work effectively in a retail environment
RT 07	SIRXINV001A	Perform stock control procedures
RT 08	SIRXOHS001A	Apply safe working practices
RT 09	SIRXRSK001A	Minimise theft
RT 10	SIRXSL001A	Sell products and services
RT 11	SIRXFIN001A	Balance point-of-sale terminal
RT 12	SIRXSLS002A	Advise on products and services
RT 13	SIRXMER001A	Merchandise products
RT 14	SIRXMER005A	Create a display

CONTACT US

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