

Spectrum Education & Training

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SIR20207 - Certificate II in Retail

Course Overview

The Certificate II in Retail – SIR20207 is based on the National Wholesale, Retail and Personal Services competency standards in line with industry requirements. The course will assist you to gain the necessary basic skills required to work within the retail industry.

The customer service skills developed through this course can be used in other industries such as hospitality, office administration and call centre work.

Summary of units

- Apply point-of-sale handling procedures
- Interact with customers
- Organise and maintain work areas
- Communicate in the workplace
- Operate retail technology
- Work effectively in a retail environment
- Perform stock control procedures
- Apply safe working practices
- Minimise theft

The course will also include 5 additional units chosen from the electives list.

Career Options

This course will assist you to gain employment in the retail sector providing product and sales information to customers, selling, replenishing and maintaining stock. The retail sector includes specialty stores, department stores, supermarkets, fast food outlets and general retail outlets.

How the course is run

The course is run 4 days per week for 6 weeks. Your course ends with two weeks of work experience. You will get practical knowledge and skills to include on your resume.

Some courses will incur student tuition fees and charges.

**SET is a provider of Commonwealth and State funded training.
Call us to check your eligibility for Government funded places.**

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