



## SIR20216 – Certificate II in Retail Services

### Course Overview (Domestic Students)

TMG College Australia's (TMG) Certificate II in Retail Services program has been designed to allow students the ability to gain real work experience whilst furthering their working knowledge and skills of the Retail Services Industry.

Students will be introduced to the following main learning areas within this qualification:

- ✓ How to correctly communicate as part of a retail team
- ✓ How to correctly maintain and organise tools, equipment and work areas
- ✓ How to correctly greet and prepare clients for retail services
- ✓ How to correctly conduct retail financial transactions
- ✓ How to correctly identify and respond to security risks
- ✓ How to correctly receive and handle retail stock

*All of which we have you ready for multiple areas of employment possibilities within Retail Services sector.*

*Thinking of a Career Change and want to make a difference?  
Why not choose a career in Retail Services Today!*

### Entry Requirements

This program has an entry requirement of year 9 Reading, Writing and Comprehension level and/or (ACSF Level 1) + basic computer skills for formative assessment activities and assessment submissions.

### Course Duration

This course is delivered over 16 to 26 Weeks depending on enrolment type.

### Course Date

We have multiple intakes yearly, so call or email us today to help get you started.

### Delivery Mode

This course is delivered within a blended delivery mode, consisting of face-to-face classroom sessions + structured online learning.

### Licencing

This course does not have a direct licence outcome.

## Course Packaging

To achieve this qualification, you are required to successfully complete 12 units of competency, 7 Core + 5 Electives.

### Core Units

- SIRXCEG001 Engage the customer
- SIRXCOM001 Communicate in the workplace to support team and customer outcomes
- SIRXIND001 Work effectively in a service environment
- SIRXIND003 Organise personal work requirements
- SIRXPDK001 Advise on products and services
- SIRXRSK001 Identify and respond to security risks
- SIRXWHS002 Contribute to workplace health and safety

### Elective Units

- SIRRINV001 Receive and handle retail stock
- SIRRMER001 Produce visual merchandise displays
- SIRXSLS002 Follow point-of-sale procedures
- BSBWOR204 Use business technology
- SIRXIND002 Organise and maintain the store environment

*Note: Elective units may vary depending on the student individual requirements.*

We Specialise in Industry-based Qualifications,  
So Contact Us Today for Your FREE Consultation.

### Your Assessment

To achieve this qualification, you (the student) are required to complete the following Assessment Tasks:

#### Knowledge based questions/activities:

- True/False questions
- Match the correct answer/s
- Multiple Choice questions
- Open and Closed questions
- Research projects

#### Skill based activities:

- Scenario based roleplays
- Real and/or Simulated Workplace Activities
- Workplace (Industry) Logbook

### Work Placement

To help properly prepare you for a real working environment, TMG College Australia has created a simulated work environment.

If you are current working, you may be able to do your work-placement within your own workplace.

[Speak to our friendly staff today and find out how we can have you work ready today!](#)

### Career Opportunities

#### Occupational positions may include:

Sales Assistant | Customer Service Representative | Checkout Operator

### Course Investment (Fees)

**\$2,990 (Inclusive of Non-Tuition fees)**

Your course investment (fee) includes a Non-Refundable enrolment fee of **\$350**, plus all materials/resources required for your course's completion. [Payment options are available, speak to our friendly staff today!](#)

### Education Pathway

After successful completion of this qualification, students are eligible to enter into the Certificate III in Retail.

### Australian Certification

[On successful completion of this program, you will be issued with an Australian Nationally Recognised Qualification and a Statement of Results.](#) If you are unable to successfully complete the full qualification, you will be issued with a Statement of Attainment (SOA) for the unit/s successfully completed.

