HELLO THERE, OUR DREAM IS TO HELP YOU MAKE GREAT HAPPEN

Get hands on experience

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

LOCATION/S
Mooloolaba

DURATION
Workplace: Varies

Course delivery options

WORKLOAD  LOCATION  DELIVERY
Mooloolaba  Workplace

Key dates

For key start dates for each location visit the online brochure for this course (under the course details tab).

tafeeastcoast.edu.au/course/15140

Entry requirements

Apprenticeships and traineeships combine both structured and workplace training with paid
...

 Resources required

No specific resources are required to successfully complete this course.
It is recommended that students have access to a reliable internet connection to
...

What are my payment options?

No matter what your circumstances, TAFE Queensland East Coast has a payment option to suit you. If you are unsure of what’s right for you, call us on 1300 656 188. We’re here to help.

...

Outcome

SIR20212 Certificate II in Retail Services - Traineeship

ARE YOU READY TO TAKE THE NEXT STEP ON YOUR

Accurate as at 28 July 2015. For the latest information see:
tafeeastcoast.edu.au/course/15140

RTO 0275
CRICOS 03020E
Units

To achieve this qualification you will need to complete:
Core Competencies: 8
Elective Competencies: 6

<table>
<thead>
<tr>
<th>Code</th>
<th>Unit Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIRXIND101</td>
<td>Work effectively in a customer service environment</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXRISK201</td>
<td>Minimise loss</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXWHS101</td>
<td>Apply safe work practices</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXICT001A</td>
<td>Operate retail technology</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCOM101</td>
<td>Communicate in the workplace to support team and customer outcomes</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCSS202</td>
<td>Interact with customers</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCLM101</td>
<td>Organise and maintain work areas</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCSS201</td>
<td>Apply point-of-sale handling procedures</td>
<td>Core</td>
</tr>
</tbody>
</table>

Disclaimer

Not all electives available at all campuses

PATH TO GREAT?

Enrol today to secure your spot in this course.

HOW TO ENROL

Recognition of prior learning

Fast-track your way to a formal qualification by earning credit for the things you already know. Getting recognition for the skills you've gained from the workplace or previous learning means less study time for you, and getting the paper to prove you're qualified a whole lot sooner.

More info:
tafeeastcoast.edu.au/study-with-us/career-changers-jobseeker/recognition-prior-learning/

Make your future happen

Connect with TAFE on Facebook

Accurate as at 28 July 2015. For the latest information see:
tafeeastcoast.edu.au/course/15140

RTO 0275
CRICOS 03020E