

Course Details:

SIR20216 Certificate II in Retail Services

Course Aims

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

Course Delivery

Location and Times

Year 1: Cire Services, Level 1, 7 – 9 John Street, Lilydale Wednesday 1:00pm - 4:30pm

Year 2 (2025): Cire Services, Level 1, 7 – 9 John Street, Lilydale. Wednesday 1:00pm - 4:30pm

Mode of Delivery Classroom/workshop simulation

Duration: 2 years part time

On successful completion of this program the student will achieve:

Credit towards VCE, VCE VM, VPC and Intermediate VCAL

All VET in school programs contribute units towards VCE and VCE VM. To confirm the number of units and if the program has a scored assessment and therefore a study score, please refer to the following VCCA Get VET resource:

[VCE-VET-program-chart.pdf](#)

Further information can be found on the VTAC website: www.vtac.edu.au and/or www.vcaa.vic.edu.au

Qualification: A nationally recognised qualification: **CHC32015 Certificate III in Community Services.**

Additional Requirements/ Information:

Name of RTO & Provider of Qualification:

Cire Services

TOID: 4150

RTO Student Information:

Please refer to www.mullumvetcluster.com.au for student rights and responsibilities while on campus.

OHS / Personal Protective Equipment: N/A

Excursions: NA

Work Placement: Students are required to undertake a total of 80 hours of structured workplace learning over the two years of the program, that being 40 hours each year. The host school organises the students SWL placements with support from Cire Training if needed. **Other:** NA

Future Pathways and Opportunities:

Complementary studies:	<ul style="list-style-type: none"> Business 	<ul style="list-style-type: none"> Community Pharmacy
Pathways:	Certificate III/ IV in the following streams: <ul style="list-style-type: none"> Retail Business Community Pharmacy 	
Possible Future Career Opportunities:	<ul style="list-style-type: none"> Pathway to work in diverse range of retail settings including speciality retailers, supermarkets, department stores and quick service restaurants 	

Units of Competency:

Year 1: Competencies covered in the first year:

Unit Code	Unit Name	Nominal Hours	Core/Elective
SIRXIND001	Work effectively in a service environment	45	C
SIRXIND003	Organise personal work requirements	20	C
SIRXCEG001	Engage the customer	30	C
SIRXWHS002	Contribute to workplace health and safety	20	C
SIRXSLS001	Sell to the retail customer	20	E
SIRXCOM002	Work effectively in a team	30	E
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	40	C
Total nominal hours		205	

Year 2: Competencies covered in the second year:

Unit Code	Unit Name	Nominal Hours	Core/Elective
SIRXPDK001	Advise on products and services	30	C
SIRXRSK001	Identify and respond to security risks	30	C
SIRRINV001	Receive and handle retail stock	35	E
SIRRMER001	Produce visual merchandise displays	35	E
SIRXIND002	Organise and maintain the store environment	20	E
Total nominal hours		150	

