



Traineeship

SIR20216

Certificate II in Retail Services





Traineeship

What is a traineeship?

Traineeships are a government initiative providing employees the opportunity to combine working with the completion of a nationally recognised qualification. Traineeships provide an employer a way of achieving a high-level workforce, promoting staff retention and offer a point of difference when recruiting new staff. Financial incentives may be available to employers to support the completion of the traineeship.

Traineeships can take between one and two years to complete and offer a wide range of qualifications over a variety of industries. New workers and existing workers may be eligible, and you may even complete a traineeship whilst still at school.

Qualification overview

This nationally recognised qualification is recommended for individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. It provides the knowledge to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Training Outcomes

The SIR20216 Certificate II in Retail Services is designed to equip employees with the skills and knowledge required to contribute to a variety of retail tasks. Skills and outcomes include:

- Engage the customer
- Assist with customer difficulties
- Build customer relationships and loyalty
- Work effectively in a service environment



Employer Benefits

- Government financial incentives (eligibility criteria applies)
- Improves staff retention
- Increases workforce productivity
- Recruitment advantage
- Upskills employees



Employee Benefits

- Get paid to study, earn while you learn!
- Undertake a nationally recognised qualification
- Improves career pathways
- Gain valuable skills & knowledge
- Enhances job satisfaction & security

Recommended Course Structure

To successfully complete this qualification, 12 units of competency is required. These 12 units comprise of seven (7) core units and five (5) elective units.

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

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

*Customised elective unit options may be offered depending on the needs of the employer and the job role.

Jobs & Skills WA

Jobs and Skills WA is the way the State Government, through the Department of Training & Workforce Development, prioritises its investment in training to focus and subsidise training courses that equip people to take up jobs that are, or will be, in high demand.

Training Delivery and Assessment

Individualised delivery and assessment strategies will be developed based on the actual needs and requirements of both employees and employers to ensure effectiveness and time efficiency. Training will be flexible and combine on and off the job training through regular visits from an industry experienced trainer.

We offer assessment only options including RPL work based evidence collection (portfolio and workplace documents) and observation assessments to assist employees in providing the relevant evidence based on skill and knowledge competencies developed in the actual workplace.

Eligibility Requirements*

- Anyone of working age
- Australian citizen, permanent resident or hold an eligible visa
- Part-time or full-time employees

(*Please speak to our consultant for full eligibility requirements)

Fees:

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees.

Fees based on standard unit selection.

New worker non-concession: **\$1,023.75**

New worker concession: **\$305.55**

Existing worker traineeship not available

School Based Traineeships (SBATs) are fee free

If ineligible for government funding fee for service arrangements available.

Next Steps



To get started or to find out more, please contact:

Name:

Mobile:

Email:

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