

# Retail Services

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.

## This course covers such essential skills such as:

- Provide product and service advice in a retail store
- Sell products and services in a variety of retail settings
- Organise and maintain work areas and displays

## Job Roles & Career Opportunities

- Sales Assistant
- Customer Service Assistant



## SIR20212 - Certificate II in Retail Services



NATIONALLY RECOGNISED  
TRAINING

**Training Provider No:**  
**90185**

Participants may undertake this qualification via face-to-face or distance learning.

UNIT CODE	UNIT NAME
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXICT001A	Operate retail technology
SIRXIND101	Work effectively in a customer service environment
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
SIRXSLS201	Sell products and services
SIRRFSA001A	Apply retail food safety practices
SIRRMER001A	Merchandise food products
SIRXMER201	Merchandise products
SIRRRPK001A	Advise on food products and services
SIRXINV001A	Perform stock control procedures

**For more information  
about this course please  
contact Illawarra ITeC  
on 4223 3100**

The Illawarra >> ITeC <<



E: [itec@illawarraitec.com.au](mailto:itec@illawarraitec.com.au) P: 02 4223 3100 W: [www.illawarraitec.com.au](http://www.illawarraitec.com.au)