

Vocational Education and Training

Certificate II in Retail

SIR 20216

Handbook

real skills for
real careers



Student Guide



Vocational Education and Training

Vocational Education and Training (VET) is designed to provide pathways for students from secondary education to employment or further education and training

Students have the opportunity to study vocational education programs which contributes both to the Queensland Certificate of Education (QCE) and to a nationally recognised qualification.

Why VET?

VOCATIONAL EDUCATION AND TRAINING can.....

- Open doors to an increasing range of careers, work and further learning pathways;
- Be a dynamic, launching pad for your career;
- Provide a range of training and employment pathways, and
- Be an exciting way to learn

PATHWAYS

Further training pathways from this qualification include, but are not limited to,

- ◆ Certificate III in Retail
- ◆ Diploma of Retail Management

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Certificate II in Retail SIR 20216

COURSE OVERVIEW

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

JOB ROLES

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.

ENTRY REQUIREMENTS

There are no formal qualification entry requirements.

Students agree to undertake the following:

- Attend and participate in all training and assessment
- Participate in workplace tasks to employer expectations
- Comply with code of conduct requirements, directions on work, health and safety matters

FEES

There are no additional costs involved in this course

CREDIT FOR QUEENSLAND CERTIFICATE OF EDUCATION (QCE)

Potential 4 Points towards QCE

Qualification

Seton College will be the Registered Training Organisation for this course. The course will be delivered as a stand-alone VET certificate course delivered by qualified teachers at the college.

The course has been developed to be delivered over two semesters, commencing in Year 11 or 12. Students are required to complete 7 core units and 5 elective units.

The units of competency offered in this course are as follows:

National Code	Unit of Competency Title	Core/ Elective
SIRXCEG001	Engage the customer	Core
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	Core
SIRXIND001	Work effectively in a service environment	Core
SIRXIND003	Organise personal work requirements	Core
SIRXPDK001	Advise on products and services	Core
SIRXRSK001	Identify and respond to security risks	Core
SIRXWHS002	Contribute to workplace health and safety	Elective
SIRRINV001	Receive and handle retail stock	Elective
SIRRMER001	Produce visual merchandise displays	Elective
SIRXSLS002	Follow point-of-sale procedures	Elective
BSBWOR203	Work effectively with others	Elective
HLTAID003 **	Provide first aid (3rd party)	Elective

Correct at time of publication but subject to change

FURTHER INFORMATION:

<https://training.gov.au/Training/Details/SIR20216>

Delivery and Assessment

Program Duration

Course will be delivered over 1 year via 4 x 46 min lessons

Mode of Delivery

A range of delivery modes will be used during the teaching and learning of this qualification. These include:

- face-to-face instruction
- work-based learning (simulated—College Uniform Shop)
- guided learning
- online training

Assessment

Competency based means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessment will consist of

- Observations — observation of workplace activities
- Questioning — oral, written
- Supplementary Evidence — work experience logbook, supervisor reports, employer references

Third Party Arrangement

The unit HLTAID003 *Provide first aid* will be delivered and assessed by Seton College on behalf of Binnacle Training. Binnacle will issue a Statement of Attainment upon successful completion of this unit. This will be recorded as a credit transfer on the student's record.

Work Placement

Students are to undertake a 20 hour work placement as a component of this qualification as a part of the current work experience program (1 day per week),

Certification

RTO Obligation

The RTO guarantees that the student will be provided with every opportunity to complete the qualification. We do not guarantee employment upon completion of this qualification.

Students who are deemed competent in all 12 units of competency will be awarded a ***Qualification and a record of results.***

Students who achieve at least one unit of competency (but not the full qualification) will receive a ***Statement of Attainment.***

USI Numbers

The school RTO will not issue an AQF certificate, record of results or Statement of Attainment to a student without having a verified USI for that individual.

Credit Arrangements

Credit Transfer relates to recognition of any unit of competency or module a student has successfully completed at any Registered Training Organisation (RTO).

If a student has a statement of attainment for a unit of competency and it has the same code as a unit of competency making up this program, the student may make a claim for a credit transfer.

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Further Information

For further information please contact:

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