



BUNDABERG STATE HIGH SCHOOL
VOCATIONAL EDUCATION AND TRAINING (VET) PROGRAMS

RTO Name: Bundaberg State High School	RTO NO: 30038
VET Course Name: Certificate II in Retail Services	VET Course Code: SIR20216

BSHS Subject Name	Years	Subject Code	OP	QCE Credits	VET	Pre-requisite
Certificate II in Retail Services	11/12	VRL	-	4	YES	-

Head of Department: Mr Philip McLennan

Course Outline:

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.

Individuals with this qualification are able to perform roles, such as:

- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays
- possible job titles
- Sales Assistant
- Customer Service Assistant
- Pathways information

Course Content:

Certificate II in Retail Services	
Students are required to complete 5 Units of Competency – 3 Core Units and 2 Electives Unit. The Competencies delivered a Bundaberg State High School are listed below.	
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in the service environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks
SIRXWHS002	Contribute to Workplace Health and Safety
SIRXSL002	Follow point-of-sale procedures
FSKLG09	Use strategies to respond to routine workplace problems
SIRXIND002	Organise and maintain the store environment
ICTICT101	Operate a personal computer
SITHFAB002	Provide Responsible Service of Alcohol



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Students may gain recognition for skills that they have acquired from paid part-time work to complete some Units of Competency.

Assessment Outline:

This is a competency based course. Students will have a number of opportunities to demonstrate that they can competently complete the set activities over the course of study.

Students are assessed using a variety of techniques such as folios of work, in-class discussions, scenario based activities, online activities, simulated workplace activities and teacher observation.

Career Pathways:

This course provides students with the skills to proceed to Certificate II in Retail Services and/or work within the retail industry.

Potential Activities:

Students are provided with the opportunity to do Structured Workplace Learning where they are provided with the opportunity to work in the 'real world'. Students work within the Bundaberg State High School Uniform Shop in order to experience the retail industry within their own school environment.

Costs:

There is an additional cost of \$18 for the Responsible Service of Alcohol and Barista Basics online courses that are involved in this course. Further, Students, through their resource hire fee, have access to the photocopied class materials, internet, email facilities, required texts, software and hardware.

Student Requirements:

There are no prerequisites for this course. This course is designed for students who have an interest in the retail area. Students will require a laptop computer to successfully study this course.

Student Information:

Bundaberg State High School does not guarantee that students will complete their qualification or Units of Competencies, however at Bundaberg State High School VET tracking/case-management of students is in place as a checking system to see that student are progressing towards completions. We encourage parent and student communication in this process. We also do not guarantee an employment outcome upon completion. Qualifications must be completed in a manner that meet the VET Standards for RTO's 2015.

All information is correct at time of publication but subject to change.

