



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	ATAR	QCE Credits	VET	Additional
Certificate II in Retail Services	11/12	VRL	-	Up to 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 12 Units of Competency – 6 Core Units and 6 Electives Unit. The Competencies delivered a Bundaberg State High School are listed below.		
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	Core
SIRXSLS002	Follow point-of-sale procedures	Elective
FSKLG09	Use strategies to respond to routine workplace problems [^]	Elective
SIRXIND002	Organise and maintain the store environment	Elective
ICTICT101	Operate a personal computer [^]	Elective
SITHFAB002	Provide Responsible Service of Alcohol [^] #	Elective

[^] Competencies delivered in other courses and may affect new learning and QCE points awarded. Subject to change

#External RTO

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

Date of Publication: 070818

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Approval 1: Curriculum HOD

Approval 2: Senior Secondary HOD/VET Pathways





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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:

Primarily, this course provides students with the skills to work in the retail industry. Students also gain skills to work in the café and sales industries.

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'. The students may be involved in projects such as horticulture, Teacher Aide duties, Bundaberg State High School coffee shop and the Bundaberg State High School Uniform Shop operations 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 (SITHFAB002) 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 and required texts.

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 and school network access. The Microsoft Office suite is available free to students and can be accessed from the school network.

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.

