

EXCEL TRAINING

REDEFINING PERFORMANCE



SIR20216

Certificate II in Retail Services

WHY EXCEL TRAINING

Excel Training's business model is to design and deliver courses based on employer requirements and specifications.

Courses are developed in partnership with employers to ensure qualifications are built and implemented to meet Industry, employer and employee needs. This means, no courses are developed the same and employers do not receive a generic program.

Excel Training's range of qualifications have been endorsed by employers and are frequently validated to ensure they are up-to-date and industry responsive.

COURSE CONTENT

The Certificate II in Retail requires your employees to complete 12 units of competencies to achieve a full certificate. Skill and knowledge outcomes include:

- Customer engagement
- Workplace health and safety in a retail environment
- Receiving, despatch and merchandising of stock

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.

TIME IS MONEY

Excel Training works with employers and employees to customise the most relevant qualification.

We offer assessment options including Recognition of Prior Learning (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.

Individualised delivery and assessment strategies are developed based on actual needs and requirements of both employees and employers to ensure cost effectiveness and time efficiency is achieved.

QUICK FACTS

Duration:	6 months
Entry Requirements:	Nil
Delivery Modes:	Include but not limited to; online, distance learning, on the job, face-to-
Course Cost:	Price available on request- multiple enrolments greater than 3 in one workplace may attract a fee reduction

** This qualification is currently available under the Australian Apprenticeship/Traineeship Scheme.*

The Excel logo, consisting of the word "Excel" in a white, serif font on a red square background.

RTO CODE: 1044

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