



SKILL YOUR WORKFORCE WITH US

OUR COMMITMENT

We recognise that our clients are different; therefore no two programs are the same.

With a diverse and flexible approach to delivery and assessment, we are able to provide services on the client's site to ensure limited disruption to operations of their business.

RETAIL SKILLS TRAINING



Valued Partnerships

Our commitment to the management of our client partnership is second to none. Rexcel Training management operates within a disciplined and responsive framework to ensure that our client requirements, needs and expectations are not only met, but exceeded. We understand that no two businesses are the same and will work in a close partnership to ensure that each business's individual needs are managed.



Tailored Service Delivery

We understand that relevance is key to a successful Training program, that's why Rexcel Training ensure that any training delivered to our clients is relevant to their industry, the employer and the student. We take the time to know our employers, know their business, and tailor training and assessment services to ensure that our services remain fluent with our client's operation and strategic direction.



Experienced Industry Trainers

At Rexcel Training, we believe skills are better learned from industry experts, people who have experience over many years using the skills and knowledge required to perform at their best in their roles. That's why our training and assessment team are straight from industry roles. What this means for our clients, is the assurance that the skills we deliver are up-to-date, relevant and effective.

BUSINESS SERVICE MODEL

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

Courses are tailored 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.

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



SIR20216

CERTIFICATE II IN RETAIL SERVICES

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. This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

COURSE CONTENT OVERVIEW

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

- ➔ Work health and safety requirements, legislation and standards
- ➔ Effective customer engagement, opening and closing sales, dealing with difficult customers and complaints
- ➔ Merchandising, stocktakes and cash handling, balancing and securing point of sale terminals
- ➔ Retail store security
- ➔ Working with diverse customer and colleagues

COURSE QUICK FACTS

- Duration:** 6 - 12 months
- Entry Requirements:** Nil
- Delivery Modes:** Include but not limited to; online, distance learning, on the job, face-to-face workshops
- Course Cost:** Price available on request- multiple enrolments greater than 3 in one workplace may attract a fee reduction
- Employer Incentives*:** May be available - *subject to eligibility as determined by an Australian Apprenticeship Centre



SIR20216 CERTIFICATE II RETAIL SERVICES

COURSE ACCREDITED UNITS

- SIRXCEG001** Engage the customer
- SIRXCOM001** Communicate in the workplace to support team and customer outcomes
- SIRXIND001** Work effectively in a 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
- SIRRINV001** Receive and handle retail stock
- SIRXSL002** Follow point-of-sale procedures
- SIRRMER001** Produce visual merchandise displays
- FSKLRG07** Use strategies to identify job opportunities
- FSKLRG06** Participate in work placement



The units listed above are a suggested package only, additional units available can be discussed with Rexcel Training personnel, and can also be accessed on www.trainina.gov.au

DELIVERY METHODS AVAILABLE



ONLINE

The convenience and comfort of your own home, user friendly and easy to navigate learning platform, access via phone and email to skilled and qualified trainers and assessors



FACE-TO-FACE

Face-to-face workshops facilitated by skilled and qualified trainer and assessor, engaging group work, guided structure, opportunity to network and work within a team environment. 2 days per week face-to-face (15 hours), 10 non-contact hours (25 total hours per week, *equivalent part time study*)



HYBRID

A combined structure of online, distant learning and face-to-face. The freedom to attend workshops when needed and the convenience of self-paced and online

RECOGNITION OF PRIOR LEARNING

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.



COURSE ENQUIRIES

For an obligation free quote or general enquiry, please contact us on:
(08) 8212 7844 or admin@rexceltraining.com.au