



MILDURA SENIOR COLLEGE
a pathway to the future

Retail

SIR20216 Certificate II in Retail





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Program Details

The VET Retail program is a qualification which provides entry level skills and knowledge in a range of activities and functions related to basic retail operations.

VET Retail is suitable for those wishing to work in various retail settings such as specialty stores, supermarkets, department stores, post offices, hardware stores, car dealerships, newsagencies, pharmacies and retail fast food outlets.

Year 1	Unit 1 & 2
SIRXIND001	Work effectively in a service environment
SIRXIND002	Organise & maintain store environment
SIRXIND003	Organise personal work requirements
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXWHS002	Contribute to workplace health & safety
SIRRMER001	Produce visual merchandise displays
SIRXPDK001	Advise on products and services
SIRXSL002	Follow point-of-sale procedures
SIRXCEG001	Engage the customer
SIRXRSK001	Identify and respond to security risks
BSBWOR204	Use business technology
SIRXIND004	Plan a career in the retail industry





Program Content

Techniques & practical skills students learn include:

- How to communicate and assist customers with enquiries
- How to use cash registers and EFTPOS machines to make customer transactions
- Creating clothing and general goods merchandising displays similar to those in supermarkets and clothing stores
- The process for ordering stock for a store and how to check the goods when they arrive and pricing goods
- How to maintain safety in the work place
- On the job. Students will get to work in our local retail industry learning how to put in practice everything they have been taught in their course. They will also be a number of industry visits



Structured Workplace Learning

Structured Workplace Learning is a requirement of this course.

SWL Recognition is available to VCAL and VCE students who are undertaking a VCE VET program.

Students who complete 10 days full-time equivalent work placement in their VCE VET industry area and the three sections of the Workplace Learning Record may be eligible for one VCE credit at Units 1 & 2 level or one VCAL general credit.

Structured workplace learning complements the training undertaken during class time. It provides the context for:

- Enhanced skill development
- Practical application of industry knowledge
- Assessment of units of competency/modules as determined by the RTO
- Increased employment opportunities.



Contribution to VCE & VCAL

VCE

Students will receive up to three VCE VET units at 1 – 2 level.



VCAL

Contribution to VCAL is determined by the number of units of competence successfully completed. When a student has been assessed as competent in units totalling 90 nominal hours, this will contribute one VCAL unit towards satisfactory completion of VCAL. Students can receive up to 3 VCAL credits for VET Retail.

This program will satisfy learning outcomes for the Industry Specific Skills and Work Related Skills strands of VCAL.



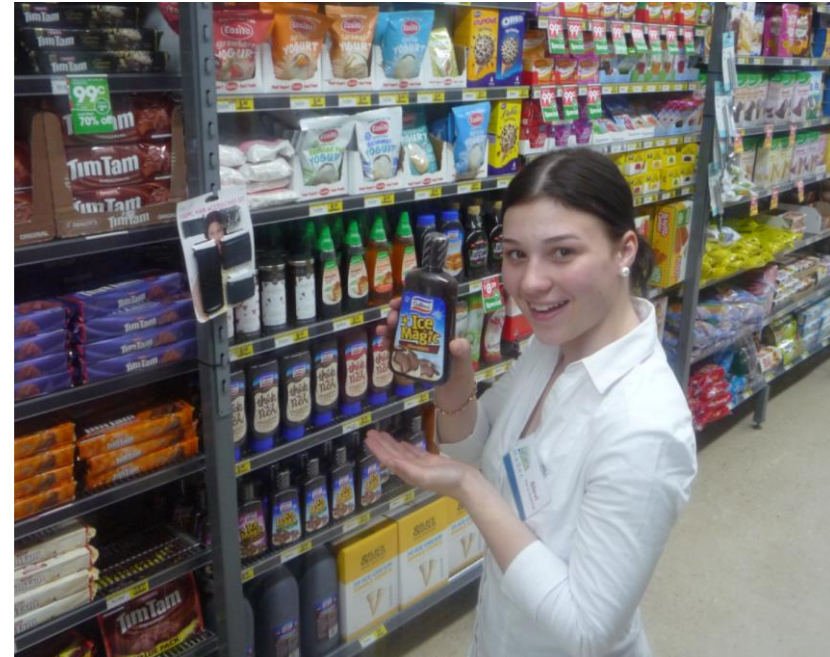
Study Pathways

- ⇒ Certificate III in Retail Supervision
- ⇒ Certificate III in Community Pharmacy
- ⇒ Certificate IV in Retail Management
- ⇒ Certificate IV in Community Pharmacy
- ⇒ Diploma of Retail Management
- ⇒ Diploma of Visual Merchandising



Future Career Opportunities

- ⇒ Retail buyers
- ⇒ Telemarketers
- ⇒ Florist
- ⇒ Sales representatives
- ⇒ Sales assistant



Job Outlook in Sunraysia



PROFILE: Retail is characterised largely by traditional shopfronts, boutiques and family owned businesses. There are several large retailers such as Target and Harvey Norman in Mildura. The workforce is characterised by a large proportion of young people looking for part-time and casual work during their studies or gap year, and small business owners aged 45 and over.

OUTLOOK: While forecast population growth is low, high growth in agribusiness and the visitor economy will contribute to growth in retail. Demand will be greatest for retailers in essential non-durable goods and services. This includes local supermarkets and grocery stores, hairdressers, pharmacists, service stations and related retailers.

SKILLS & TRAINING: While pathways for career development are limited in family-owned retail businesses, vocational training in customer service, digital marketing and visual merchandising is highly valuable to employers. These skills will be increasingly important for retail businesses due to forecast growth in regional competition and online shopping.

More generally, employers look for workers that have a **GOOD ATTITUDE**, are reliable, **interact well with others** and can provide **'good customer service'**.





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Job Talks

