

Kick start your career with a

Certificate II in Retail Operations

from the Nationally Accredited
Business Services Training Package

RTO Provider Number: 320418

Retail Qualification Summary

The course has been designed as the standard entry level qualification for the retail industry. It is suitable for all those wishing to develop the skills and knowledge to start a career in the retail and wholesale industries. You will learn about controlling stock and loss prevention, merchandising, selling products and services, customer service, product knowledge, point of sale systems, communication and team work. Career opportunities include a very wide range of positions in retail sales, customer service and administration. Those who successfully complete the course will gain a nationally recognised *Certificate II in Retail Operations*

This Accredited Training is Free to eligible candidates who are 25 yrs or over, do not have a Year 12 (or equivalent) qualification or a Vocational Certificate II Qualification

Units include:

WRRCA1B	Operate retail equipment
WRRCS1B	Communicate in the workplace
WRRCS2B	Apply point of sale handling procedures
WRRCS3B	Interact with customers
WRRER1B	Work effectively in a retail environment
WRRF1B	Balance register/terminal
WRR11B	Perform stock control procedures
WRRLP1B	Apply safe working practices
WRRLP2B	Minimise theft
WRRM2B	Perform routine housekeeping duties
WRRM1B	Merchandise products
WRRS1B	Sell products and services
WRRS2B	Advise on products and services
WRRCA3B	Apply retail office keyboard skills

**For further enquiries or register your interest,
please call our office on
(02) 8669 2300**

Training is funded through the Australian Skills Vouchers Programme. Australian Skills Vouchers is an Australian Government Initiative.

