

# TRAINING IN RETAIL SERVICES

The Retail Services Training Package has been developed by the Service Industry Skills Council.

## Major Occupations

The Australian retail industry employs over 1 million workers in a variety of occupations. This sector is made up of three main sub-divisions including food retailing, personal and household goods, and motor vehicle retailing and servicing. Some examples of related occupations are:

- ★ Retail Manager
- ★ Retail Sales – Food and Liquor
- ★ Retail Sales – Employee Relations
- ★ Retail Assistant – Office
- ★ Retail Supervisor
- ★ Sales Assistant

## About this package

- The Retail Training Package provides a standard “entry-level” point for employees at the Certificate II qualification level.
- Qualifications are structured to establish a career pathway that may take employees into positions of more responsible or specialized fields.
- This package provides training options through a structure of qualifications developed to national standards set by the industry.



## How is the training delivered?

NovaSkill offers many of the qualifications in this training package by via **flexible work based delivery, as well as classroom and distance based learning.**

For work based delivery, we provide learning resources, orientation to the training package for both learner and supervisor and a dedicated assessor who will visit learners in the workplace to assess their progress. Each of our assessors has demonstrable experience and qualifications in their field of expertise. This means your employees will gain practical knowledge and skills during their training period.



### SIR20207 - Certificate II in Retail

The Certificate II in Retail Operations has been designed as the standard entry-level qualification for the retail industry. It applies to those wishing to develop the skills and knowledge to begin a career in the retail industry. Likely functions within the retail industry for those who achieve this level of qualification include working within clearly defined contexts and under supervision. It involves interacting with customers, performing stock control, operating point of sale equipment, balancing the register and minimising theft.

- ★ Sales Assistant
- ★ Crew member

### SIR30207 - Certificate III in Retail

The Certificate III in Retail provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgment. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team. (Prerequisites are the core units from Certificate II or sufficient relevant employment experience in the retail industry eg 2 years retail experience)

- ★ Shift Manager
- ★ Crew Leader
- ★ Checkout Supervisor
- ★ Department Manager

### SIR40207 - Certificate IV in Retail Management

Certificate IV in Retail Management has been designed to provide the skills and knowledge for an individual to be competent in the first line management skills of those working in the retail and/or wholesale industries. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small wholesale outlet, or a section or department within a larger wholesale business.

- ★ Store Manager
- ★ Department Manager
- ★ Customer Service Manager

**For more information on any of these qualifications, contact your  
local NovaSkill office on  
1300 885 680**

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