

Certificate II in Retail Services (Beauty Focus)

SIR20216 Certificate II in Retail Services		
Core Elective	Unit Code	UOC Title
C	SIRXCEG001	Engage the customer
C	SIRXCOM001	Communicate in the workplace to support team and customer service
C	SIRXIND001	Work effectively in a service environment
C	SIRXIND003	Organise personal work requirements
C	SIRXPDK001	Advise on products and services
C	SIRXRSK001	Identify and respond to security risk
C	SIRXWHS002	Contribute to workplace health and safety
E	SIRRMER001	Produce visual merchandise displays
E	FSKLRG09	Use strategies to respond to routine workplace problems
E	SIRXIND004	Plan a career in the retail industry
E	CUADES201	Follow the design process
E	CUAPPR211	Make simple creative work

SIR20216 CERTIFICATE II IN RETAIL SERVICES (Beauty Focus)

Course Length	1 year
Pre-requisites	Nil
Participants	Year 11 or Year 12 students
Cost	\$250.00 (cost is approximate – subject to change)

This qualification reflects the role of individuals whose primary responsibility is engaging with the customer in a retail context with a beauty focus. A sound knowledge of the product and services is developed through participation in the Balcatta Beauty Training Clinic as well as the school's related activities. The qualification provides a pathway to a diverse range of retail roles including qualifications in Beauty Services.

Offered in the retail and retail cosmetics contexts the qualification includes:

- Engaging with the customer
- Developing a customer focused solution based approach
- Sales skills
- Team work
- Security awareness and responses
- Visual merchandising displays
- Responsive Projects and activities

RTO partnership TBA for 2023.