



Course

Pre-Enrolment Guide

Training Area:

Retail

Training Product:

SIR20216

Certificate II in Retail Services



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.



Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.

Course Information

SIR20216 - Certificate II in Retail Services

Release number	3.0
Required number of units for course completion	Twelve (12) units must be completed: <ul style="list-style-type: none"> • seven (7) core units • five (5) elective units
Duration	1 Year
Location	Exmouth Campus
Delivery mode	Self-paced external

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Information you need to know about the course

To enrol in this qualification, students must already be employed or undertaking volunteer work in a retail environment. Work placement will not be arranged by the lecturer or RTO.

Students are required to provide documented evidence of their current employment or volunteer role in a retail setting prior to enrolment.

Course Pathways

This course aims to help you develop skills and knowledge that may support entry into a range of job roles or further study.

Job roles may include frontline team member, customer service assistant and point-of-sale operator in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Further studies may include:

- Certificate III in Retail

Further details can be found on our website [here](#).

National Course Entry Requirements

Entry requirements apply to this course - Nil

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

To enrol in this qualification, students must already be employed or undertaking volunteer work in a retail environment. Work placement will not be arranged by the lecturer or RTO.

Students are required to provide documented evidence of their current employment or volunteer role in a retail setting prior to enrolment.

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

For this course, the method of LLND review will be an informal interview with your lecturer to discuss your current LLND skills and how they relate to this course's content.

Examples of required LLND skills include:

- Language skills to communicate effectively with customers and colleagues
- Writing skills to provide product information to customers
- Reading skills to interpret work tasks and workplace policies and procedures
- Numeracy skills to interpret numerical information from various sources; calculate accurately with or without the use of a calculator; measure or estimate quantities to calculate costs.
- Digital skills to use point-of-sale equipment and software
- Digital skills to communicate electronically with customers

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

You will be provided with the following learning resources for your course:

- Printed materials (learner guides, fact sheets, handouts)
- Web Links
- Teams classroom
- Blackboard LMS

Learners will have full access to college suites of applications, including:

- Microsoft 365 - Word, PowerPoint, Excel, Teams
- Adobe

Resources and equipment you will need

You are required to provide (at your own expense) the following list of resources/equipment:

- Stationery
- Computer with internet access
- Access to a retail environment

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

Delivery options

Self paced external

For additional information about self-paced study options at all our campuses please check the courses pages on our website [here](#).

My Portal

There is a variety of information available to students on our website under [Current Students myPortal](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to [provide feedback and make complaints](#). Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

Contacts:

Lecturer contact details:

Name: Liz Gardner
 Phone number: 9956 2933
 Email: Liz.Gardner@crtafe.wa.edu.au
 Building: Exmouth Campus
 Availability: Monday – Friday, 9am to 4pm

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregionaltafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Timetable and Training Hours

The course is delivered over 1 year, the study pattern will consist of at least 8 hours of learning and assessment tasks per week.

Overview of Training Hours and Assessment Methods

The table below outlines the units you need to complete. It shows the types of training you are required to do, approximately how much time they should take, and how each unit will be assessed. This will help you understand how much time you will need to set aside for each unit you are enrolled in.

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
Ongoing enrolment	SIRXCEG001	Engage the customer [AWX30]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXCOM001	Communicate in the workplace to support team and customer outcomes [AWX25]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXIND001	Work effectively in a service environment [AWX17]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXIND003	Organise personal work requirements [AWX13]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXPKD001	Advise on products and services [AWX02]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXRSK001	Identify and respond to security risks [AWW99]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRXWHS002	Contribute to workplace health and safety [AWW89]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Core	
	SIRRINV001	Receive and handle retail stock [AWX48]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Elective	
	SIRRMER001	Produce visual merchandise displays [AWX46]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Elective	
	SIRXCEG008	Manage disrespectful, aggressive or abusive customers [OCG37]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Elective	
	SIRXIND002	Organise and maintain the store environment [AWX14]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Elective	
	SIRXSLS002	Follow point-of-sale procedures [AWW96]	0.00			23.00	2.00	25.00	4.00	Flexible/Online, Blended Delivery	Elective	
		Total	0.00	0.00	0.00	276.00	24.00	300.00	48.00			



RTO: 52789

 1800 672 700

 enquiries@crtafe.wa.edu.au

 centralregionaltafe.wa.edu.au



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