

Certificate II in Retail

Developed for Service Stations and C-Stores

Employers need to ensure that their staff have received quality training in the retailing skills & knowledge required to perform their tasks efficiently, meeting the customer's expectations at the same time as practicing safe work practices and complying with all relevant laws.

This self-paced work program, supported by the employer or supervisor in the workplace, offers retailers the opportunity to provide consistent standards of training to their staff and is aligned to industry best practices and bench marks.

The program is also aligned to the **National Qualification—Certificate II in Retail SIR20207**.

This program covers:

PART 1—C-Store Induction

Module 1— Workplace Safety and your Legal Compliance

Module 2— Food Safety

Module 3—Customer Service & Making Sales

Module 4—Point of Sale

Module 5—Merchandising & Stock Control

PART 2—C-Store Retail Operations

Module 6— Retail Operations

Module 7—Improving Retail Standards

Module 8—Minimise Theft

Module 9—Workplace Communication

The program can take up to 9 months to complete. atmp assessors will verify all of the activity responses and the supervisor's observation of correct work practices.

They will then be in contact on a regular basis by telephone with the "student", providing mentoring and coaching support and assessing their competencies.

When all evidence has been finally verified the assessment workbook will be returned to the employer as proof of compliance with laws and safe work practices and the staff member will receive a **Certificate II in Retail SIR20207**.

Discuss the potential for Employer Incentives with your atmp consultant.

Program fees

Certificate II in Retail \$660.00 pp GST incl

(Reference Material—\$49.50

GST incl—one only per store)

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