



Frequently asked questions

How much does it cost?

We are required to charge by Department of Education and Training a one-off enrolment fee. This enrolment fee will be discussed with you on our initial visit.

How long does a traineeship last?

This is depending on the course and hours a trainee works. A full time employee undertaking a Certificate II will complete in 12 months. A full time employee undertaking a Certificate III will complete in 24 months.

What are the minimum hours a trainee has to work?

Certificate II level requires 15 hours per week and Certificate III requires 21 hours per week.

What Government incentives do I receive?

This will be assessed and discussed with you by the Australian Apprenticeship Centre on their initial visit.



MG My Gateway

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Registered Training
Organisation ID: 1128



Delivering Quality
Training

Retail



Sample Training Plan

SIR20207 Certificate II in Retail (General Selling)



- SIRXCOM001A Communicate in the Workplace
- SIRXCCS002A Interact with Customers
- SIRXCCS001A Apply Point-of-Sale Handling Procedures
- SIRXIND001A Work Effectively in a Retail Environment
- SIRXICT001A Operate Retail Technology
- SIRXRSK001A Minimise Theft
- SIRXOHS001A Apply Safe Working Practices
- SIRXCLM001A Organise and Maintain Work Areas
- SIRXINV001A Perform Stock Control Procedures
- SIRXMER005A Create a Display
- SIRXSLS001A Sell Products and Services
- SIRXSLS002A Advise on Products and Services
- SIRRFSA001A Apply Retail Food Safety Practices
- SIRXINV002A Maintain and Order Stock

Sample Training Plan

SIR30207 Certificate III in Retail



- SIRXOHS002A Maintain Store Safety
- SIRXRSK002A Maintain Store Security
- SIRXSLS004A Build Relationships with Customers
- SIRXINV002A Maintain and Order Stock
- SIRXFIN001A Balance Point-of-Sale Terminal
- SIRXMPR001A Profile a Retail Market
- SIRXMER005A Create a Display
- SIRXQUA001A Develop Innovative Ideas at Work
- SIRXMGT001A Coordinate Work Teams
- SIRXSLS001A Sell Products and Services

Elective units can be selected to suit individual job roles. Please discuss with your trainer at your initial visit.

Benefits of a traineeship

MG My Gateway offers nationally recognised qualifications that can benefit both employers and employees.

- Staff retention through career pathways.
- Potential government incentives.
- Flexible delivery (minimal disruption to business).
- Improved productivity.
- Improved customer service standards.
- Experienced retail assessors.
- Customised training programs.
- Variety of resources—suit all learning styles.
- Assist in meeting your business's KPI's.

Qualification

Ideal Candidate/ Position

Certificate II in Retail	New retail staff
Certificate III in Retail	Experienced retail staff

➤ **Certificate II in Retail** 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. It involves interacting with customers, performing stock control, operating point-of-sale equipment, balancing the register and minimising theft.

➤ **Certificate III in Retail** has been designed to develop the skills and knowledge of those employees who wish to enter into a supervisory role, or perform more complex operations.