

Launch your Career in Retail



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**Course Fee \$1800 - Funding options may apply.
Contact us for more information and eligibility check.**

Course Description

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations. The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

Total Number of Units - 13

8 core units and 5 elective units

8 Core Units

SIRXCEG001 Engage the customer
SIRXCEG002 Assist with customer difficulties
SIRXCEG003 Build customer relationships and loyalty
SIRXCOM002 Work effectively in a team
SIRXIND001 Work effectively in a service environment
SIRXRSK001 Identify and respond to security risks
SIRXSLS001 Sell to the retail customer
SIRXWHS002 Contribute to workplace health and safety

5 Elective Units

CHCDIV001 Work with diverse people
SIRRINV001 Receive and handle retail stock
SIRXIND003 Organise personal work requirements
BSBCMM301 Process customer complaints
BSBSUS201 Participate in environmentally sustainable work practices

Mode of Delivery

Face to face, correspondence

Entry Requirements

No entry requirements

Industry Work Placement will be provided to learners