

Real Training, For Real People



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**Course Fee \$1200 - Funding options may apply.
Contact us for more information and eligibility check.**

Course Description

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

This 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 team member, customer service assistant and point-of-sale operator.

Total Number of Units - 12

7 core units and 5 elective units

7 Core Units

SIRXCEG001 Engage the customer

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

SIRXIND001 Work effectively in a service environment

SIRXIND003 Organise personal work requirements

SIRXPDK001 Advise on products and services

SIRXRSK001 Identify and respond to security risks

SIRXWHS002 Contribute to workplace health and safety

5 Elective Units

SIRRINV001 Receive and handle retail stock

SIRXSL002 Follow point of sale procedures

BSBWOR204 Use business technology

FSKLRG09 Use strategies to respond to routine workplace problems

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