



CATHOLIC SCHOOLS OFFICE, LISMORE DIOCESE 7054

THE INFORMATION PROVIDED IS CORRECT AT 6 APRIL 2017

RETAIL SERVICES

This course would suit students who are interested in a career in the retail environment, retail management, marketing, advertising and finance. The transferable knowledge, skills and attitudes acquired by students in this course will also be of value in future study and daily life.

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.

COURSE DETAILS

QUALIFICATION OUTCOMES	Students who demonstrate competency in the required units of competency will be eligible for Certificate III in Retail SIR30216
HOURS	240 hours
DELIVERY	Face-to-face by qualified staff
TYPE	Board Developed Course Category B
DURATION	2 years
UNIT VALUE	2 unit Preliminary 2 unit HSC
SPECIALISATION	Yes
HSC EXAM	Yes
ATAR	Yes
WORKPLACEMENT	Mandatory 70 hours
RECOGNITION	National AQF and HSC Qualification
SBAT	Opportunity to complete a School Based Apprenticeships or a Traineeship and gain credit towards the HSC
ENTRY REQUIREMENTS	There are no formal entry requirements for this qualification
COURSE FEES	A course fee is generally charged by schools to cover consumable materials. Your school will provide further information.
RESOURCES REQUIRED	Polish-able leather shoe that is fully enclosed and non-slip PPE gear as directed by the school
RECOGNITION OF PRIOR LEARNING	RPL is available for students who have previously gained the skills and knowledge required. Your school will provide further information.

UNITS OF COMPETENCY

• Engage the customer	SIRXCEG001
• Assist with customer difficulties	SIRXCEG002
• Build customer relationships and loyalty	SIRXCEG003
• Work effectively in a team	SIRXCOM002
• Work effectively in a service environment	SIRXIND001
• Identify and respond to security risks	SIRXRSK001
• Sell to the retail customer	SIRXSLS001
• Contribute to workplace health and safety	SIRXWHS002
• Organise and maintain the store environments	SIRXIND002
• Receive and handle retail stock	SIRRINV001
• Produce visual merchandise displays	SIRRMER001
• Advise on products and services	SIRXPDK001
• Balance and secure point-of-sale terminal	SIRRRTF001
• Follow point-of-sale procedures	SIRXSLS002

ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests
- Portfolio
- Project

PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.

CAREER PATHWAYS

- Sales Assistant
- Retail Office Assistant
- Sales Administrator
- Retail Store Manager,
- Customer Service Representative

JOB ROLES

- Individuals with this qualification are able to perform roles, such as:
- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

DUTIES & TASKS OF A SALES ASSISTANT

Sales assistants may perform the following tasks:

- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers and accept payment, or prepare finance arrangements (invoices and contracts, for example)
- Take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- Package goods for customers and arrange delivery
- price, stack and display items for sale and keep the store tidy and attractive
- Be aware of health, safety and welfare issues and practices
- Participate in stocktaking (counting and describing the goods in stock)
- Arrange for the repair of damaged goods or advise on necessary repairs
- Order items.

FURTHER STUDY

- SIR40116 Certificate IV Retail Management
- SIR40116 Certificate IV in Community Pharmacy
- SIR50116 Diploma of Retail Leadership

For further information: <http://www.myskills.gov.au/>

Type the qualification code into the search bar, then click on the qualification title.

Explore Career Pathways and Student Outcomes including Employment, Salary, Occupations



RETAIL SERVICES



FOR MORE INFORMATION CONTACT:

REGISTERED TRAINING ORGANISATION - 7054

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