

## COURSE OUTLINE – 2021

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### COURSE OBJECTIVES:

- This course reflects the role of retail workers who are able to work independently, carrying out a range of everyday tasks using practical skills and knowledge in many different situations.
- It aims to develop your skills and knowledge by delivering hands on training in your workplace supported by off-job classroom training.

### Qualification:

Certificate III in Retail (SIR30216)

This is a nationally accredited qualification

### Commencement Date:

March 2021

### KEY FEATURES:

- This course is designed to provide you with improved employability and work readiness through the development of your skills and knowledge. It aims to assist you to re-engage with learning to enhance your employment prospects and career pathways within the retail industry.

### Venue:

Voyages Ayers Rock Resort, Yulara, Northern Territory

### Duration:

9 – 12 months Traineeship

### ELIGIBILITY/PRE-REQUISITES:

- Aboriginal & Torres Strait Island people aged between 18 and 25 years
- School-leavers
- Job-seekers wishing to begin a career in Hospitality
- Those looking for a career change

There are no specific entry requirements for this qualification and it is not expected or necessary for the learner to have previous experience.

### Trainers:

This program is delivered by qualified trainer/assessors with extensive industry experience

### Course Fee:

No course fees apply

### SUITABILITY:

- This course prepares you to take up a variety of frontline sales assistant positions, in areas such as supermarkets, convenience stores and specialty retailers.

### Funding:

This program is fully funded by the Northern Territory Department of Industry, Tourism and Trade.

### ASSESSMENT:

- Demonstration of knowledge through a combination of written and practical assessments
- Demonstration of activities in an appropriately simulated environment, in an appropriate range of situations
- Any reasonable adjustment that may be required for any trainee will be offered based on individual need.

### Learning Advisors:

Offer a broad range of services for you, with the aim to support your academic, professional and personal lives.

P: (03) 9606 2574

E: [learningadvisors@angliss.edu.au](mailto:learningadvisors@angliss.edu.au)





## RETAIL

Unit Code	Unit Title	Nominal Hours
<b>Core Units</b>		
SIRXCEG001	Engage the customer	30
SIRXCEG002	Assist with customer difficulties	40
SIRXCEG003	Build customer relationships with loyalty	40
SIRXCOM002	Work effectively in a team	30
SIRXIND001	Work effectively in a service environment	45
SIRXRSK001	Identify and respond to security risks	30
SIRXSLS001	Sell to the retail customer	20
SIRXWHS002	Contribute to workplace health and safety	20
<b>Elective Units</b>		
SITXCCS002	Provide visitor information	35
SITXCOM002	Show social and cultural sensitivity	20
SIRRINV001	Receive and handle retail stock	35
SIRRMER001	Produce visual merchandise display	35
SIRXIND002	Organise and maintain the store environment	20

## SIRXCEG001 Engage the customer

- Communicate with a diverse range of customers in a polite and friendly manner, using both verbal and non-verbal communication
- Assist customers by providing accurate information to general enquiries and resolving routine customer problems
- Identify and take opportunities to improve customer service standards

## SIRXCEG002 Assist with customer difficulties

- Follow organisational policies and procedures to deal with customer complaints
- Process refunds and exchanges
- Identify customer difficulties and offer suggestions for improvement

## SIRXCEG003 Build customer relationships with loyalty

- Provides a service to the customer that promotes repeat business
- Generates customer loyalty by identifying customer demands and ensuring availability of products and services
- Identify source of customer satisfaction and seeks solutions in a professional and calm manner

## SIRCOM002 Work effectively in a team

- Skills and knowledge required to communicate effectively in a group environment
- How to promote team cooperation and commitment
- Carry out tasks and responsibilities to maximise efficiency and quality of daily work and achieve workplace goals

## SIRXIND001 Work effectively in a retail environment

- Access, interpret and use information on employee's rights and responsibilities
- Seek advice from management to understand organisational policies and procedures
- Follow all organisational policies and procedures to display the appropriate behaviours in the workplace environment

## SIRXRSK001 Identify and respond to security risks

- Identify potential risks to merchandise, cash and the safety of customers
- Remain vigilant and alert to potential security risks and respond to any security alerts in line with organisational policies
- Understand how to report security breaches in line with organisational policies

## SIRXSLS001 Sell to the retail customer

- Establish rapport with the customer to determine their preferences, needs and expectations
- Use product knowledge to give advice to assist the customer to select the best product or service option
- Close the sale, assist with the point of sale transaction and farewell the customer in line with organisational policies

## SIRXWHS002 Participate in safe work practices

- Understand what is required to incorporate safe work practices
- Ability to follow health, safety and security procedures, including the correct response in an emergency situation
- Participate in organisational work health and safety management

## SITXCCS002 Provide visitor information

- Skills and knowledge to access and update visitor information on facilities, products and services available in the local area
- Identify and provide specific information and assistance to meet visitor needs and those with special needs
- Seek and collect formal and informal feedback on information on organisational service procedures and standards

## SITXCOM002 Show social and cultural sensitivity

- How to be socially aware when serving customers and working with colleagues
- Ability to communicate with people from a range of social and cultural groups
- Respect & sensitivity required to address cross-cultural misunderstandings

## SIRRINVO01 Receive and handle retail stock

- Maintain the correct environment for stock handling and storage area
- Accept incoming stock deliveries by checking quantities and quality and store or display stock in designated locations
- Rotate, replenish and present stock in line with organisational policies

## SIRRMER001 Produce visual merchandise display

- Review visual merchandising display guidelines, and prepare merchandise, materials and equipment for the display
- Produce display following all guidelines, including manufacturer's instructions and organisational requirements
- Ensure the display has clear and correct product and pricing information, no damaged or out of date stock, is well maintained and is replenished to keep optimum stock levels

## SIRXIND001 Organise and maintain the store environment

- Clean work areas safely and efficiently with minimum inconvenience to customers and colleagues
- Maintain the work environment by storing products and equipment correctly, managing waste correctly and point of sales are adequately stocked