

## Course Overview

This qualification provides the skills and knowledge for entry level employees providing product and sales information to customers, selling, replenishing and maintaining stock. All training is within the Australian Qualification Framework (AQF) and is therefore a nationally recognised qualification.

## Course Fees

This course is funded by the Victorian Government. Tuition fees and resource fees apply. See our fees & charges policy for more information.

## Enrolment

Applicants 15 years and older can apply and this course is appropriate for VET in schools delivery. Students from disadvantaged groups are encouraged to apply. Enrolment is via AVTES.

## Recognition of Prior Learning

RPL is available to all applicants and a portfolio is requested on enrolment.

## Course Duration

This course is a self paced competency based program. It can be undertaken and completed at your own pace. Enrolment periods last for 12 months.

## Course Rules

There are no pre-requisites for entry to this course. This course requires the completion of 14 units as described in the next section.

## Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as sales assistant, customer service representative or checkout operator.

## Further Training Opportunities

This qualification can form part of an Australian Apprenticeship pathway. Opportunities exist for further studies in Certificate III, IV and Diploma of Retail and Business courses.

## Course Structure

### COMPULSORY UNITS (Nine)

SIRXCCS001A	Apply point of sale handling procedures
SIRXCC002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXCT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIROHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft

### SELLING UNITS (Minimum of Three)

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SIRXMER001A	Merchandise products
SIRRPOS001A	Balance point-of-sale terminal
SIRXINV002A	Maintain & order stock
SIRRPK014A	Recommend specialised products and services
SIRRFSA001A	Apply retail food safety practices

### ELECTIVES (Maximum of Two)

The remaining electives may be chosen from any of the previous "Selling" units listed, other Retail areas such as Inventory, Recommending Products, OHS; or another endorsed Training Package specific to your workplace. Some examples of other training packages available with AVTES are:

- Business
- Hospitality

If you are interested in choosing units out of any of these training packages, you will need to consult your trainer for specific options to determine the units best suited to your industry.

### Employability Skills

This qualification also encompasses general employability skills required by the retail industry including **Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning and Technology.**

