

Course Overview

This qualification provides the skills and knowledge for those whose role includes coordination and supervision of others. 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

Candidates must be recognised as competent in Certificate II in Retail or have sufficient work experience. This course requires the completion of 10 units as described in the next section.

Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as team leader, department manager, and assistant store manager.

Further Training Opportunities

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

Course Structure

COMPULSORY UNITS (Three)

SIRXOHS002A Maintain store safety

SIRXRSK002A Maintain store security

Plus one of the following:

SIRXCCS003A Coordinate interaction with customers

SIRXSLS004A Build relationships with customers

RETAIL ELECTIVE UNITS (Minimum of Five)

SIRXADM002A Coordinate retail office

SIRXFIN001A Balance point of sale terminal

SIRXICT003A Operate retail IT systems

SIRXINV002A Maintain and order stock

SIRXMGT001A Coordinate work teams

SIRXMGT002A Maintain employee relations

SIRXMER002A Coordinate merchandise presentation

SIRXMER005A Create a display

SIRRRPK007A Recommend and fit clothing or footwear products & services

SIRRRPK014A Recommend specialised products and services

SIRXSLS001A Sell products and services

SIRXSLS003A Coordinate sales performance

SIRXSLS004A Build relationships with customers

ELECTIVE UNITS (Maximum of Two)

The remaining electives may be chosen from any of the previous "Retail Elective" units listed, other "Product Knowledge" areas; 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.**

