

COURSE OUTLINE

SIR10116 – Certificate I Retail Services



DESCRIPTION

This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge, providing a pathway to work in a variety of industry sectors and business contexts. Individuals with this qualification can perform roles such as frontline team member.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification however a pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

DELIVERY DETAILS

LOCATION (S)	DURATION	STUDY MODE
Darwin, Alice Springs and Tennant Creek	<i>This program is delivered over a period of 6 months.</i>	Online - students are enrolled and will complete each unit online. Where online access is difficult, workbooks with assignments are made available.
VET for Secondary Students (VDSS) Darwin, Alice Springs and Tennant Creek	This program is delivered over the duration of the school calendar year.	Face-to-face block delivery.

2020 FEES

Based on course nominal hours of 145 hours, approximate 2019 course fees will be:

- VSS: \$0.00
- Full fees: \$1,537

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

RESOURCES

Students are provided with a training guide.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIR30216 Certificate III in Retail. Possible occupations relevant to this qualification include:

- Frontline team member
- Customer service assistant
- Point-of-sale operator

QUALIFICATION CONTENT

5 units must be completed:

- 3 core units
- 2 elective units, consisting of:
 - 1 unit from the list below
 - 1 unit from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

CORE UNITS

Unit Code	Unit Title
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXWHS001	Work safely

ELECTIVE UNITS

TECHNOLOGY	
Unit Code	Unit Title
FSKDIG02	Use digital technology for simple workplace tasks
WORKING IN INDUSTRY	
Unit Code	Unit Title
SIRXIND003	Organise personal work requirements
SIRXIND004	Plan a career in the retail industry

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

Karen Sheldon supplies support for students in many areas, including: Careers and Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services.

CONTACT DETAILS

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