

RETAIL CAREER STARTER

Nationally Recognised Training



NATIONALLY RECOGNISED
TRAINING

COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the skills and knowledge required for a variety of roles within a retail environment.

To achieve the accredited part qualification, the candidate must complete three (3) units of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

COURSE OUTCOME

This training applies to those looking to apply for a role within a retail environment. It aims to provide the student with knowledge on everyday office tasks such as customer contact, working within a team environment and merchandising and products and services.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.



JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Customer Service Officer**
- ✓ **Cashier**
- ✓ **Frontline Sales Assistant**
- ✓ **Small Business Owner**
- ✓ **Retail Supervisor**

COURSE DELIVERY



COURSE DURATION

Students have up to six (6) months to complete the course. Approximately fifteen (15) hours of study should be allocated for each unit. The methods in which students are assessed may include written questions, projects and observations.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe.

E: hello@acaciaeducation.com

P: 02 4751 2300

W: www.acaciaeducation.com.au

Apply here



ESSENTIAL SKILLS FOR THE WORKPLACE



UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
SIRXCEG001	Engage the customer
SIRXCOM002	Work effectively in a team
SIRRMER001	Produce visual merchandise displays

UNIT OVERVIEW

SIRXCEG001 - Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

Knowledge Evidence examples: *Knowledge of the basic principles of organisational service standards and procedures for: designated customer service response times; interacting with customers; solving routine customer problems; providing information to customers*

Performance Evidence example: *Use of effective communication techniques and positive body language.*

SIRXCOM002 - Work effectively in a team

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

Knowledge Evidence examples: *Communication techniques; teamwork principles and the role of teamwork in the workplace to achieve goals; problem-solving strategies.*

Performance Evidence example: *Actively participate in three different workplace activities individually or cumulatively demonstrating effective communication, following direction from others and working with others to resolve one problems.*

SIRRMER001 - Produce visual merchandise displays

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements

Knowledge Evidence examples: *Demonstrate knowledge of basic principles of visual merchandising as they relate to producing retail visual merchandise displays*

Practical Evidence example: *Follow merchandising display guidelines and organisational procedures to prepare and produce a seasonal merchandise range; a promotional event; discounted merchandise.*

E: hello@acaciaeducation.com

P: 02 4751 2300

W: www.acaciaeducation.com.au

Apply here 





DISCOVER HOW TO BUILD YOUR FUTURE TODAY.

COURSE DELIVERY

This course can be delivered in a flexible program of **online, correspondence, mixed-mode or classroom*** based learning.

Theory: Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.

Practical: There are no practical based learning sessions for this course that require a trainer or workplace supervisor present. All performance activities are written tasks and submitted to the trainer for assessment.

**Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the nationally recognised units of competency:

- SIRXCEG001
- SIRXCOM002
- SIRRMER001

The successfully completed units provide credit towards a range of qualifications within the SIR Retail Services training package.

COURSE FEES - \$199

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program. Contact Acacia for further information on determining your eligibility or visit <https://smartandskilled.nsw.gov.au/are-you-eligible>.

This training is subsidised by the NSW Government.

E: hello@acaciaeducation.com

P: 02 4751 2300

W: www.acaciaeducation.com.au

ELIGIBILITY

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

STUDENT SUPPORT

Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning via correspondence, online, or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.

For information on the enrolment process and to apply please speak with your workplace coordinator, job service provider, contact us directly or use the QR code provided below.

Apply here 

