

Pre-course assessment

SIR30216 Certificate III in Retail



VERSION CONTROL

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SUMMARY OF CHANGES

Version	Date	Change
1.0	May 2020	Original created

This document is an original document based upon Eduworks Templates

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Why do I need to complete this document?

OCTEC recognises that learners have different needs and different levels of existing skills and knowledge. In many cases, students enrol into training with existing knowledge and skill. Instead of training everyone exactly the same way, we sometimes deliver programs that are aimed more at building on existing skills.

If you have been asked to complete this document, it is because you have expressed interest in a program that we are delivering that is aimed at students with a level of existing skill or knowledge. Programs of this sort are often delivered in shorter durations because the students enrolled have been assessed as having existing skills.

In these types of programs, we can reduce the amount of training delivered, because students are pre-assessed as having a level of skill, so we simply don't need to focus as much training time in teaching you skills you already possess.

This document is designed to help determine that you have the existing skills or knowledge to participate in a shorter program. If you meet the minimum requirements of a shorter program through this assessment, you will be eligible to participate in our shorter qualification program.

Is a shorter program right for you?

A shorter program is beneficial to people who already have some skills and knowledge in the competencies within a qualification or unit of competency.

For example, one of the units of competency in this program is *SIRXCEG001 Engage the customer*. This unit focusses on the skills required to engage and assist customers.

If you have worked in any role, paid or unpaid, that required you to work with customers, you will have some existing skill. Even if this is volunteering at the school canteen or sports club sausage sizzle. You will already know how to identify what the customer needs, and provide them with a service based on that need.

That doesn't mean you can't learn more about how to serve customers, or how to monitor customer satisfaction, but it will mean you have some level of skill already – and that means you can fast track through parts of this unit.

This kind of 'fast track' is only suitable to someone who already has a good grasp of the fundamentals of the unit of competency or qualification, and is seeking to 'build' on their existing skills.

What happens if I don't have the existing skills or knowledge to undertake a shorter program?

OCTEC can absolutely still provide you with training options. If you are completely new to this area of study or don't have any existing skill – then it is our job to provide that to you. Obviously, to properly train you in every aspect of a qualification, it will take longer for you to complete a qualification program. Regardless of which pathway you take, you will complete the program having achieved the competence requirements for your qualification.

Step 1 – Provide Information of your skills and experience (Complete this document)

Complete the attached self-assessment and provide information on your existing skills and knowledge related to the qualification you are applying for.

When you have completed the Pre-Course Assessment, submit this to an OCTEC staff member. We will allocate and Assessor to review your application.

Step 2 – Assessor review of your application

Once we have received your application, an Assessor will be allocated to review the information you have provided. The Assessor will consider your work experience and self-assessment you have supplied.

The Assessor will then make a determination on whether you are suitable for a shorter duration program. This may result in:

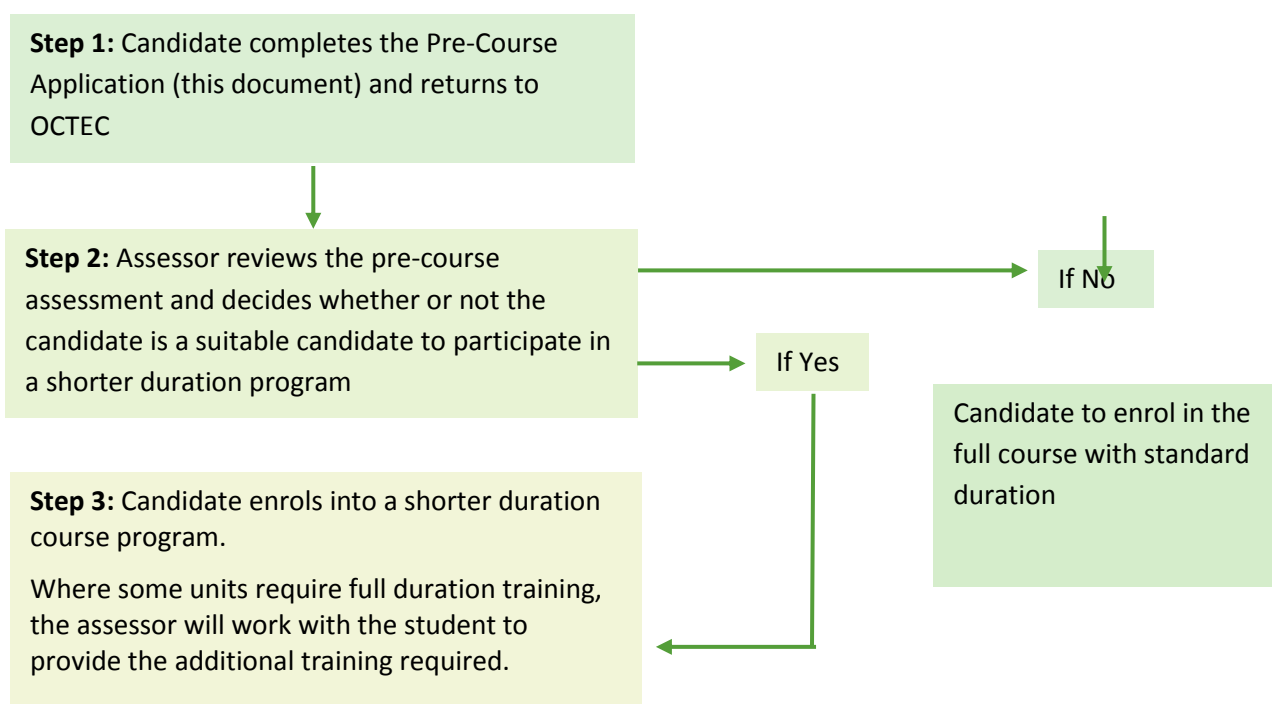
- Deeming you suitable for a shorter duration program
- Deeming you suitable for shorter duration program for some of the units within a qualification (where this is the case, you may be provided with additional training in some units). This will likely result in the duration of your training program being extended accordingly.
- The assessor may determine that you do not have enough experience or skill to participate in a shorter duration course. If this is the case, your Assessor will discuss training options with you so that you can develop your skills through a standard duration course.

Step 3 – Enrolment

Once your application into a shorter duration course has been approved, you will complete the rest of your enrolment and commence the course.

In some cases, students may need additional training for some units in the course. Where this is the case, your trainer will work with you individually to tailor training to your individual needs.

Pre- Course Application – Shorter duration program



SHORTER DURATION COURSE APPLICATION

Candidate details:

1. Personal Details	
First Name/s	
Surname	
Preferred telephone number	
Email	
OCTEC Site you are registered with	
Career Consultant Name	
2. Training you have done in the past (list any courses or training you have previously participated in)	
3. Jobs you've had in the past (including any voluntary or unpaid work)	

Completion Instructions

The purpose of completing the self-evaluation form is to enable candidates who believe that they already possess skills and knowledge that are relevant to the qualification they plan to undertake.

Complete the following pages and identify your capacity to perform the tasks described. Be honest in your appraisal.

Candidates Self-Assessment

Workplace Safety and WHS		
	Yes	No
I have done training in WHS in the past (school, TAFE, workplace etc)	<input type="checkbox"/>	<input type="checkbox"/>
I have a basic understanding of safe work practices	<input type="checkbox"/>	<input type="checkbox"/>
I can recognise safety hazards in the workplace	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service, sales and complaints		
	Yes	No
I have done training in Customer Service in the past (school, TAFE, workplace etc)	<input type="checkbox"/>	<input type="checkbox"/>
I have worked in a paid or unpaid role where I was required to serve customers	<input type="checkbox"/>	<input type="checkbox"/>
I am able to build rapport and communicate well with others	<input type="checkbox"/>	<input type="checkbox"/>
I am a good listener	<input type="checkbox"/>	<input type="checkbox"/>
I have sold or provided advice on products or services to customers in the past		
I have had to deal with customer complaints or issues in the past (<i>you may have done this in paid work, work experience or voluntary work</i>)	<input type="checkbox"/>	<input type="checkbox"/>
General skills related to working in retail		
	Yes	No
I have experience in a workplace where I had to follow organisational policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>
I have worked in a role where I needed to keep an eye out for risks of theft or other security risks	<input type="checkbox"/>	<input type="checkbox"/>
I am able to clean and maintain work areas	<input type="checkbox"/>	<input type="checkbox"/>
I am able to provide basic maintenance on equipment at home and/or in the workplace	<input type="checkbox"/>	<input type="checkbox"/>
I have had goods delivered to me at work or at home, and have checked goods to make sure they are exactly what was ordered	<input type="checkbox"/>	<input type="checkbox"/>
I have had to handle cash payments in the past, ensuring I counted the cash and provided the correct change (<i>this could be for personal transactions or paid/unpaid work experiences</i>)	<input type="checkbox"/>	<input type="checkbox"/>

Working with others		
	Yes	No
I am able to recognise and respect different points of view and traditions of other people who come from different backgrounds than me	<input type="checkbox"/>	<input type="checkbox"/>
I understand the importance of being non-discriminatory both at work and in the community	<input type="checkbox"/>	<input type="checkbox"/>
I am able to adjust my language or body language to help make sure I can communicate effectively with people from different backgrounds	<input type="checkbox"/>	<input type="checkbox"/>
I am able to communicate tasks and ideas with others confidently	<input type="checkbox"/>	<input type="checkbox"/>
I am able to develop positive relationships with my co-workers	<input type="checkbox"/>	<input type="checkbox"/>
I support others to solve problems or deal with issues, particularly in the workplace	<input type="checkbox"/>	<input type="checkbox"/>
I have experience working within a team (<i>this could be in the workplace, or in other areas of your life</i>)	<input type="checkbox"/>	<input type="checkbox"/>
I am able to share information with others to help achieve team goals	<input type="checkbox"/>	<input type="checkbox"/>
Technology and keyboard skills		
	Yes	No
I am able to use email to send and receive messages	<input type="checkbox"/>	<input type="checkbox"/>
I can attach document to emails and view attachments sent to me	<input type="checkbox"/>	<input type="checkbox"/>
I am able to save documents and open documents I've saved	<input type="checkbox"/>	<input type="checkbox"/>
I am able to type in a website address (URL) to get to a website I need to visit	<input type="checkbox"/>	<input type="checkbox"/>
I am able to use the internet to research information by using Google searches etc	<input type="checkbox"/>	<input type="checkbox"/>
I have used apps to communicate via video (<i>e.g. Facetime, Skype, Zoom, any app where you can communicate via video</i>)	<input type="checkbox"/>	<input type="checkbox"/>
I am able to use software and applications (<i>e.g. Windows, phone apps etc</i>)	<input type="checkbox"/>	<input type="checkbox"/>

SUPPORTING DOCUMENTATION

Next Steps

Once you have completed the application it is important you provide as much information of your previous experience as you can as part of your submission.

Please attach copies of as many of the following documents as possible:

- Resume
- Certificates or qualifications you have achieved in the past

DECLARATION

Declaration

I declare that the information contained in this application is true and correct and that all documents are genuine.

Participant Name:	
Participant Signature	
Date:	

SHORTER DURATION APPLICATION ASSESSMENT (ASSESSOR ONLY)

This section is for the OCTEC Assessor to complete when reviewing a candidates Application

Introduction to Assessor:

Before a student is accepted into a shorter duration course, you must review all of the information provided by the candidate, and make a determination as to whether the candidate is appropriate for a shorter duration program.

Where a candidate is deemed not-appropriate a shorter duration program, you will need to discuss training and assessment alternatives with the candidate.

Assessing the candidates shorter duration course application

To do this, you will need to review the information provided by the candidate. When considering the application, you will need to take into consideration:

- The candidate's experience or work history
- Previous training the candidate has undertaken
- The candidate's self-assessment of skills

When reviewing the application, you may contact the candidate to gather additional information to help you to make a determination of suitability.

The aim of this preliminary assessment is to determine that the candidate has sufficient existing skills and experience to participate in a shorter duration course program.

Completing the assessment documentation

Consider the information provided by the candidate within their application, and make a determination on whether you believe the candidate has demonstrated sufficient experience and skill for enrolment into a shorter duration program.

Review each of the categories below.

Course content		
	Candidate self-assessment identified some exiting skill	Work experience / previous training indicates previous training in skills related to subject
Workplace Safety and WHS	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service, sales and complaints	<input type="checkbox"/>	<input type="checkbox"/>
General skills related to working in retail	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining equipment or other resources	<input type="checkbox"/>	<input type="checkbox"/>
Working with others	<input type="checkbox"/>	<input type="checkbox"/>
Technology and keyboard skills	<input type="checkbox"/>	<input type="checkbox"/>

SHORT DURATION COURSE APPLICATION ASSESSMENT SUMMARY (ASSESSOR ONLY)

This section is for the OCTEC Assessor to complete

Overall Assessment	<input type="checkbox"/>	Candidate demonstrated existing skills/knowledge and is an appropriate candidate for a short duration course – APPLICATION APPROVED	
	<input type="checkbox"/>	Candidate was unable to demonstrate sufficient skills and knowledge. Recommend the candidate complete an alternative training and assessment program – APPLICATION <u>NOT APPROVED</u>	
Comments	<p>Please detail any specific skills/UOCs where the student should undertake additional learning (if appropriate)</p> <p>General comments:</p>		
Assessor Sign-off			
Assessor Name			
Assessor Signature		Date	