

SIR30216 Certificate III in Retail Online Program



UNITS OF COMPETENCY

Core Units (8 units)

SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

Elective Units (5 units)

CHCDIV001	Work with diverse people
SIRXIND002	Organise and maintain the store environment
SIRXIND004	Plan a career in the retail industry
SIRRINV001	Receive and handle retail stock
SIRXSLS002	Follow point-of-sale procedures

Student Fees Information

"This training is subsidised by the NSW Government"

The student fees will vary based on eligibility criteria. For more information on eligibility visit www.smartandskilled.nsw.gov.au

First Qualification	\$1,450
Subsequent qualification	\$1,750
Concession	\$240
Exemption	\$0
Fee-for-Service	\$3,800

Entry Requirement

- USI (Unique Student Identifier) Number
- Minimum language literacy numeracy requirements
- Must meet Smart and Skilled eligibility requirements
- **Must have some existing skills in working within a retail or customer service setting**

About the Course

During this course students will develop:

- Retail career planning
- Retail industry knowledge
- Customer service and sales skills
- Point-of-sale skills
- WHS and risk
- Store maintenance

This course is delivered online via **Zoom workshops** and includes **compulsory work placement** in retail job roles

Employment Outcomes

Examples of the types of roles that graduates may work in, include:

- Retail Sales Assistant
- Shop Assistant
- Sales Assistant
- Customer Assistant
- Cashier



About the course

Smart and Skilled Funding Availability in NSW

OCTEC Ltd can deliver this qualification through the Smart and Skilled Entitlement Full Qualification program for online delivery throughout NSW. Student's must meet Smart and Skilled eligibility requirements to enter this program.

Details on Smart and Skilled eligibility requirements can be found at <https://smartandskilled.nsw.gov.au/are-you-eligible>

Delivery Mode

This qualification program is delivered in an **online** training model. The program includes:

- Virtual training workshops (via Zoom)
- Homework / Self-Paced Structured Learning activities delivered through an online Learning Management System
- Compulsory work placement which will require to submit work based assessment tasks via the online system

Duration and Amount of training (Student Commitment)

This is a full-time study program that is completed over **26 weeks, inclusive of 10-12 days of work placement**. Students considering this program should be able to commit up to 30 hours per week throughout the program. This course work will include:

- Virtual training workshops 2 days per week (6 hours per day)
- Up to 10 hours of Homework / Self-Paced Structured Learning activities each week
- 10-12 days of full-time work placement (students who are working part time in a retail environment *may* be eligible to complete this component in their workplace if their employer supports their study)

Refer to the *SIR30216 Certificate III in Retail Information Booklet* for further details.

Additional information

This flyer provides basic information about this program. For full details of this program, and the service that OCTEC provides, please refer to the *SIR30216 Certificate III in Retail Information Booklet* and our *Student Handbook*. If you have not been provided a copy of this booklet, please contact Jacob on 02 6862 5485 or email us at training@octec.org.au.

Students must review the course information booklet and Student Handbook before enrolling into this program.

Identification and documents for enrolment

When enrolling in this program, you will need to bring the following identification and documents with you:

✓ Unique Student Identifier (USI). *If you do not have a USI, OCTEC will provide you with information on how to attain a USI*

✓ Evidence of your citizenship, permanent residence status or refugee status. This may include one of the following:

- ✓ Green Medicare Card
- ✓ Passport or Birth Certificate
- ✓ Visa or residency documents

✓ Evidence of residency in NSW, This may include:

- ✓ Drivers Licence or Proof of age card **OR**
- ✓ Utilities bill

✓ Centrelink Concession Card or other proof of concession (if you are applying for concession fees)

Concession Eligibility

Concession fees are discounted fees for disadvantaged students. For example a student who receives a specified Commonwealth benefit or allowance is eligible for a concession fee for this qualification.

Please refer to the *SIR30216 Certificate III in Retail Information Booklet* for details on concession eligibility.

Exemption Eligibility

Students who qualify for a fee exemption are:

- ✓ Aboriginal and Torres Strait Islander people
- ✓ People with a disability (who meet the exemption criteria)
- ✓ Dependent child, spouse or partner of a recipient of the Disability Support Pension
- ✓ Recipients of fee-free scholarships (refer to information booklet for more information)

For full details of concession and exemption eligibilities, including evidence requirements, please refer to the *SIR30216 Certificate III in Retail Information Booklet*

FOR MORE INFORMATION

Contact Jacob on 02 6862 5485 or 0411 439 638