



SIR30216 Certificate III in Retail Class based 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)

- SIRXIND004 Plan a career in the retail industry
- SIRRMER001 Produce visual merchandise displays
- SIRXIND005 Develop personal productivity
- SIRXIND002 Organise and maintain the store environment
- 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

PAYMENT PLANS AVAILABLE

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
- Visual merchandising
- WHS and risk
- Store maintenance

Graduate careers

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

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



OCTEC
TRAINING
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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 in the Sydney Metropolitan, Central West and Hunter Regions. 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 a **blended** training model. The program includes:

- Face-to-face training (Class Based)
- Homework / Self-Paced Structured Learning activities
- Compulsory work placement

Duration and Amount of training (Student Commitment)

This is a full-time study program that is completed over **27 weeks, inclusive of 3 weeks of work placement**). Students considering this program should be able to commit to full-time hours throughout the program. This course work will include:

- Classroom training 3 days per week (6 hours per day)
- Up to 15 hours of Homework / Self-Paced Structured Learning activities each week
- 3 weeks 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 Karen on 02 6362 7973 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 Karen ON 02 6362 7973
Email training@octec.org.au