



Capitalise on an industry with great career opportunities:

Our interactive course gives job seekers a qualification and entry into an industry rich with career opportunities and pathways.

Our Course Covers:

- How to build customer relationships and loyalty
- Selling to the retail customer and assisting with any difficulties
- How to produce visual merchandise displays

This course leads to jobs such as:

- Sales Assistant
- Customer Service Assistant
- Point-of-Sale Operator

Course Duration:

Up to 40 weeks. You can fast track your course in a shorter time frame (dependent on student's skills and knowledge)

Course Delivery:

- Online
- Opportunity to complete 80hrs of work experience is available

Entry Requirements:

- be aged 15 years or older;
- be no longer at school (with the exception of school

students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program);

- permanently reside in Queensland;
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Acceptance is subject to eligibility criteria and availability

Concessional Student Co-Contribution Fee:

- \$50

Concessional Unit Price Breakdown:

- Core units: 2x \$3.88, 5x \$3.84
- Elective units: 6x \$3.84

Non-Concessional Student Co-Contribution Fee:

- \$160

Non-Concessional Unit Price Breakdown:

- Core units: 2x \$12.35, 5x \$12.30
- Elective units: 6x \$12.30

Student Support Services offered:

- Dedicated Trainers to help with training and assessment
- Access to iLearn - our 24/7 learning management system
- Access to online Language Literacy and Numeracy testing and tools to help with proficiency skills if required
- Opportunities to collaborate online with peers
- Free access to employment assistance through Joblinx

Outcome:

Upon successful completion of all units, students will be awarded a nationally recognised Certificate for SIR30216 Certificate III in Retail.

For full terms and conditions of this program, please refer to the Sarina Russo Institute **Certificate 3 Guarantee Program**

Fact Sheet on our website at: www.sri.edu.au

Course Structure:

The table below provides an outline of how the course is structured.

Order		Unit Code	Unit Name
Semester 1	Work in a Team	SIRXIND001	Work effectively in a service environment (core)
		SIRXCOM002	Work effectively in a team (core)
		SIRXIND003	Organise personal work requirements
	Organise and maintain safety	SIRXWHS002	Contribute to workplace health and safety (core)
	Provide and maintain customer service	SIRXCEG001	Engage the customer (core)
		SIRXCEG002	Assist with customer difficulties (core)
SIRXSLS002		Follow point-of-sale procedures (import)	
Semester 2	Care for inventory	SIRXRSK001	Identify and respond to security risks (core)
		SIRRINV001	Receive and handle retail stock
	Build Customer Relationships	SIRXSLS001	Sell to the retail customer (core)
Semester 3	Marketing	SIRXMKT001	Support marketing and promotional activities
	Productivity	SIRXIND005	Develop personal productivity

All courses are subject to change and availability.