Australia’s retail industry has evolved to become one of the country’s major economic forces, and its largest employer. With its diverse range of business types, the employment opportunities are enormous and career prospects equally strong.

Delivery:
- Classroom
- External
- Online
- Traineeship

Duration:
Duration will vary depending on the delivery mode selected, however, as a guide the contact hours for classroom based delivery is 1-2 days per week over 6-12 months with self paced study required between sessions.

Completion of 8 core unit and 6 elective units are required to gain this qualification.

Core Units:
- SIRXCCS201 Apply point of sale handling procedures
- SIRXCCS202 Interact with customers
- SIRXCLM101 Organise and maintain work areas
- SIRXCOM101 Communicate in the workplace to support teams and customer outcomes
- SITXICT001A Operate retail technology
- SIRXIND101 Work effectively in a customer service environment
- SIRXWH501 Apply safe work practices
- SIRXRSK201 Minimise loss

Suggested Electives:
- SIRXMER202 Plan, create and maintain displays
- SIRXSLS201 Sell products and services
- SIRXSLS002A Advise on products and services
- SIRXMER201 Merchandise products
- SITXFSA101 Use hygienic practices for food safety
- HLTAID003 Provide First Aid

Entry Requirements:
There are no entry requirements for this course.

Future Pathways:
Sales assistant, Customer services representative, Crew member, Checkout operator.

For more information & to enrol contact MADEC
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