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:
- External
- Online
- Traineeship (24 months)

Duration:
Duration may vary depending on electives chosen.

Entry Requirements
There are nine pre-requisite units from Certificate II in Retail.

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

Core Units:
- SIRXCOM101 Communicate in the workplace to support team and customer outcomes
- SIRXIND101 Work effectively in a customer service environment
- SIRXSLS201 Sell products and services
- SIRXSLS303 Build relationships with customers
- SIRXWHS101 Apply safe work practices
- SIRXWHS302 Maintain store safety

Suggested Electives:
- SIRRFSA302 Monitor food safety program
- SIRXCCS304 Coordinate interaction with customers
- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXMER303 Coordinate merchandise presentation
- SIRXSLS002A Advise on products and services
- SIRXCLM101 Interact with customers
- SIRXICT001A Operate retail technology
- SITHFAB204 Prepare and serve espresso coffee

Future Pathways
Sales assistant, Customer services representative, Crew leader, Shift Manager, Team leader, Department Manager, Assistant Store Manager, Checkout Supervisor, Merchandise coordinator.

Training is delivered with Victorian and Commonwealth Government funding.
*Eligibility criteria applies