

INCOMPATIBLE SUBJECTS	NIL	DEPENDENT SUBJECTS	NIL
PRE-REQUISITE SUBJECTS	NIL	POTENTIAL QCE POINTS	8
FINANCIAL COMMITMENT	REFER TO THE PROPOSED FEE SCHEDULE	CONTRIBUTES TO ATAR Only 1 Cert. III subject will contribute to an ATAR, if studied with 4 General subjects.	YES

TRAINING PROVIDER | CABOOLTURE STATE HIGH SCHOOL NATIONAL PROVIDER NUMBER 7061

<http://training.gov.au> - Please refer to the training.gov.au website for specific information about the qualification. Students must achieve competency in each unit of competency to be issued with a full certificate at the completion of this course. If students do not achieve the full certificate, a statement of attainment will be issued detailing the competencies completed. Units of competency are correct at time of printing. In the event of changes to training packages, these will be made by ASQA. Students will be notified and Caboolture SHS will ensure students are transitioned to new units of competency as required by QCAA and ASQA.

COURSE CONTENT

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

COURSE UNITS

SIRXCEG001	Engage the Customer	Core
SIRXCEG002	Assist with Customer Difficulties	Core
SIRXCEG003	Build Customer Relationships and Loyalty	Core
SIRXCOM002	Work Effectively in a Team	Core
SIRXIND001	Work Effectively in a Service Environment	Core
SIRXRSK001	Identify and Respond to Security Risks	Core
SIRXSL001	Sell to the Retail Customer	Core
SIRXWHS002	Contribute to Workplace Health and Safety	Core
SIRXCEG008	Manage Disrespectful, Aggressive and Abusive Customers	Elective
CHCDIV001	Work with Diverse People	Elective
SIRXHWB001	Maintain personal health and wellbeing	Elective
SIRXIND003	Organise personal work requirements	Elective
SIRXIND005	Develop personal productivity	Elective

COURSE REQUIREMENTS

The program will be delivered through class-based tasks that will simulate a workplace environment. A range of teaching/learning strategies will be used to deliver the competencies. Students must have a USI (Unique Student Identifier) number.

CONTENTS

Assessment will be competency-based where students must demonstrate competency in all the stated performance criteria. This may be through demonstrations and observations, practical or written tests, simulations, work-based projects or assignments. Student profiles are maintained to record the competency levels achieved by the students for each of the self-paced units studied. Students will be required to do some form of work experience (if not currently working).

CAREER PATHWAYS

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organizational expectations using discretion and judgement. This qualification provides a pathway to work in a diverse range of retail settings including supermarkets, department stores and specialty shops. The work roles include sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

FIND OUT MORE

- <https://www.youtube.com/watch?v=hbxtfp6vue4>
- https://www.youtube.com/watch?v=EK9_RipD4w8