



Australian
Learning
And Care

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Eligible Age 18+

SIR30216

Certificate III in Retail

RTO Entry Requirements:

- ALO only accepts persons 18 years old and over for enrolment into courses/ units of competency.
- ALO recommends that participants should have a basic understanding of English language skills to fully comprehend the course material.
- Completion of year 12 would be an advantage with achieved equivalent level of language, literacy and numeracy skills. Where this has not occurred, an interview will be conducted to ascertain if there is a potential level of assistance required to assist the student.
- Students will need to have access to a computer / tablet / smart phone etc with a reliable internet connection including current email and where applicable up-to-date software, including Microsoft Office and Adobe Acrobat Reader.
- Applicants are to have a Unique Student Identifier (USI) This is obtainable from usi.gov.au If a USI is not supplied and verified with usi.gov.au a statement of attainment cannot be issued to the student.
- For courses undertaken in 12 months or less, students will be invoiced the full course fee (including any other essential fees associated with the course).

Elective Units

- BSBCRT311** - Apply critical thinking skills in a team environment.
- CHCDIV001** - Work with diverse people.
- SIRXCOM003** - Promote team cohesion.
- SIRXHWB001** - Maintain personal health and wellbeing.
- BSBOPS305** - Apply critical thinking skills in a team environment

Skills You Will Gain

- ✓ Computer Literacy
- ✓ Effective communication
- ✓ Customer engagement
- ✓ Problem solving
- ✓ Workplace Safety Awareness
- ✓ Customer Service

JOB OUTCOMES

- ✓ Frontline Sales Assistant
- ✓ Customer Service Representative
- ✓ Shop Assistant
- ✓ Retail supervisor
- ✓ Team Leader and Senior Sales Assistant

Course Overview

Each unit in this course plays a vital role in building your knowledge, skills, and confidence in your chosen field. The combination of core and elective units ensures a well-rounded learning experience, giving you the flexibility to align your studies with your personal interests and career ambitions.

Assessment

Assessment includes both theory and practical activities which is completed 100% online.

Duration

This course is designed to equip you with the skills and knowledge needed to excel in your chosen field. The program is structured at a minimum could be completed within **26 weeks** and finalised within **12 months**.

Duration & Delivery

You will need to be computer literate and have a basic level of language, literacy and numeracy. You will need to provide your Unique Student Identifier (USI) number to be able to receive your statement of attainment on competent completion. Access to a device to allow online internet completion of the e-Learning component – smart phone, tablet, computer.

- ☑ Students accepted nationwide.
- ☑ Study to be finalised in three months.
- ☑ Rolling start dates
- ☑ Students assigned to a learner support officer to assist them during the day or evening.
- ☑ Course delivery individualised to student needs.
- ☑ Confirmation of Enrolment issued on enrolment.

Core 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.
- SIRXSL001** Sell to the retail customer
- SIRXWHS002** Contribute to workplace health and safety

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Languages We Speak

At ALO, we understand that learning in a language you're comfortable with can make all the difference. Our diverse team speaks multiple languages, ensuring you receive the guidance and support you need throughout your educational journey.

