

LOOKING FOR A CAREER IN RETAIL? SIR30216 Certificate III in Retail

@ Metro House, Level 4, 11-13 Aird St. Parramatta



Delivery Details

Face to Face Classroom

Start: Tuesday 4th September 2018
from 9:15am – 3:45pm

Tuesdays, Wednesdays & Thursdays
(End of year break 20 Dec 2018 to 7 Jan 2019)

To : Thursday 14th February 2019

Plus

Compulsory Work Placement

19th February – 14th March 2019

Finish : 19th March 2019

This training is subsidised by the NSW Government

Referral Process

Please have your client complete:

Step 1:

- **ORS Training Solutions Enrolment form**
- **Provide copies of 100 Points of Identification**
- Assist client to **create a USI** (if they don't have one)

Step 2:

Please send ORS Enrolment form with copies of 100 points of ID including Centrelink Health Care Card to:
training@orsgroup.com.au

Course Outline

This qualification provides the skills and knowledge for an individual to be competent in retail operations. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

SIRXWHS002	Contribute to workplace health and safety	SIRXIND002	Organise and maintain the store environment
SIRXIND001	Work effectively in a service environment	SIRRMER001	Produce visual merchandise displays
SIRXCOM002	Work effectively in a team	SIRXSL001	Sell to the retail customer
SIRXCEG003	Build customer relationships and loyalty	SIRXRSK001	Identify and respond to security risks
SIRXCEG002	Engage the customer	SIRRINV001	Receive and handle retail stock
SIRXCEG001	Assist with customer difficulties	SIRRINV002	Control stock
SIRRRTF001	Balance and secure point-of-sale terminal		

Fees & Refunds Policy*

This training is subsidised by the NSW Government

*Refer to full fees and refunds policy at ORS Training Solutions www.orsgroup.com.au

Privacy Information

ORS Training Solutions takes the privacy of participants very seriously and complies with all legislative requirements. These include the Australian Privacy Principles set out in the Privacy Act 1988 which regulates how ORS Training Solutions may collect and manage personal information. ORS Training Solutions will only collect personal information that is necessary for RTO business purposes which remains confidential and securely stored. RTO Information is only shared with external agencies such as ASQA, State Government Training Bodies and Training Regulators to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request by such departments. In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make student information available to others such as the National Centre for Vocational Education and Research.

In all other cases, we will seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form. If you chose not to provide identification evidence, ORS Training Solutions may not be able to provide you with training services or issue appropriate qualifications. For information about your privacy visit www.oaic.gov.au or if you would like to view a copy of our Privacy Policy please contact an ORS staff member.