

COURSE STRUCTURE

SIR30216 CERTIFICATE III IN RETAIL

Your Training Journey at Ayers Rock Resort will start in the classroom with your intake for the first few weeks. It's a great time to get to know your new "mob" and build confidence and relationships.

The program will involve the completion of a number of practical and theory units relating to the retail industry in general and the area you will be working in. It will be a combination of training and assessment in the classroom and also in your workplace. You will experience the benefits of training in different environments and getting to know people around the Resort.

By studying while you are working, you will have a better understanding and appreciation of your job and the industry you are now working in.

STRUCTURE	UNIT CODE	UNIT TITLE
Block 1 Delivery	SIRXWHS002	Contribute to workplace health and safety
	SIRXRSK001	Identify and respond to security risks
	SIRXIND001	Work effectively in a service environment
	SIRXCOM002	Work effectively in a team
Block 2 Delivery	SITXCCS010	Provide visitor information
	SITXCOM007	Show social and cultural sensitivity
	SIRXIND002	Organise and maintain the store environment
	SIRRINV001	Receive and handle retail stock
Block 3 Delivery	SIRRMER001	Produce visual merchandise displays
Block 4 Delivery	SIRXCEG001	Engage the customer
	SIRXCEG003	Build customer relationships and loyalty
	SIRXSLS001	Sell to the retail customer
	SIRXCEG002	Assist with customer difficulties