

# COURSE STRUCTURE

## SIR30216 CERTIFICATE III IN RETAIL

STRUCTURE	UNIT CODE	UNIT TITLE
Block 1 delivery	SITHFAB002	Provide responsible service of alcohol
	SITXCCS002	Provide visitor information
	SITXCOM002	Show social and cultural sensitivity
	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	SIRRINV001	Receive and handle retail stock
	SIRRMER001	Produce visual merchandise displays
	SIRXCEG001	Engage the customer
	SIRXCEG003	Build customer relationships and loyalty
	SIRXSLS001	Sell to the retail customer
	SIRXCEG002	Assist with customer difficulties

## BSB30115 CERTIFICATE III IN BUSINESS

STRUCTURE	UNIT CODE	UNIT TITLE
Block 1 delivery	SITHFAB002	Provide responsible service of alcohol
	SITXCCS002	Provide visitor information
	BSBWOR204	Use business technology
	BSBWHS302	Apply knowledge of WHS legislation in the workplace
	BSBDIV301	Work effectively with diversity
	BSBWOR301	Organise personal work priorities and development
	BSBWRT301	Write simple documents
	BSBITU303	Design and produce text documents
Block 2 delivery	BSBITU304	Produce spread sheets
	BSBITU306	Design and produce business documents
	BSBINM301	Organise workplace information
	BSBCMM301	Process customer complaints