



SIR10116

CERTIFICATE I IN RETAIL SERVICES

This entry level course is made up of 5 units that equips individuals with the skills to successfully enter an entry level retail role. Having a solid foundation of knowledge through this course is essential for upskilling through further qualifications to advance your career in retail.

Why should I take this course?

This course may lead to entry level retail roles in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Pathways from qualification

After completing the qualification, SIR10116 Certificate I in Retail Services, individuals may enrol in: SIR20216 Certificate II in Retail Services.

Who does this course target?

This course is designed as a pre-employment pathway program to equip individuals with the skills, knowledge and confidence to be job-ready for the retail sector. It may also be undertaken at schools.

How long is the course?

The duration of the course will vary depending on the method of completion and any funding program requirements that may apply. As an example - a classroom-based program may take from 2 to 4 weeks.

How will it be delivered?

The NRA Retail Institute tailors each course to the individual or company, ensuring the delivery method is designed to provide optimal learning for all individuals. This includes the flexible offering of online, in-person and blended courses.

What jobs can this lead to?

Individuals with this qualification are able to effectively perform roles such as a frontline team member or customer service assistant.

Are there any entry requirements?

- There are no qualification entry requirements to this course.
- A Language, Literacy and Numeracy [LLN] assessment is required as part of the enrolment process. Where results show that additional support is needed, entry to the course will be reviewed on a case-by-case basis.

How am I assessed?

The assessment process will include the gathering of evidence to demonstrate the individuals' competence. The assessment requirements will be clearly advised at the beginning of each unit.

What does the course cost?

Concession

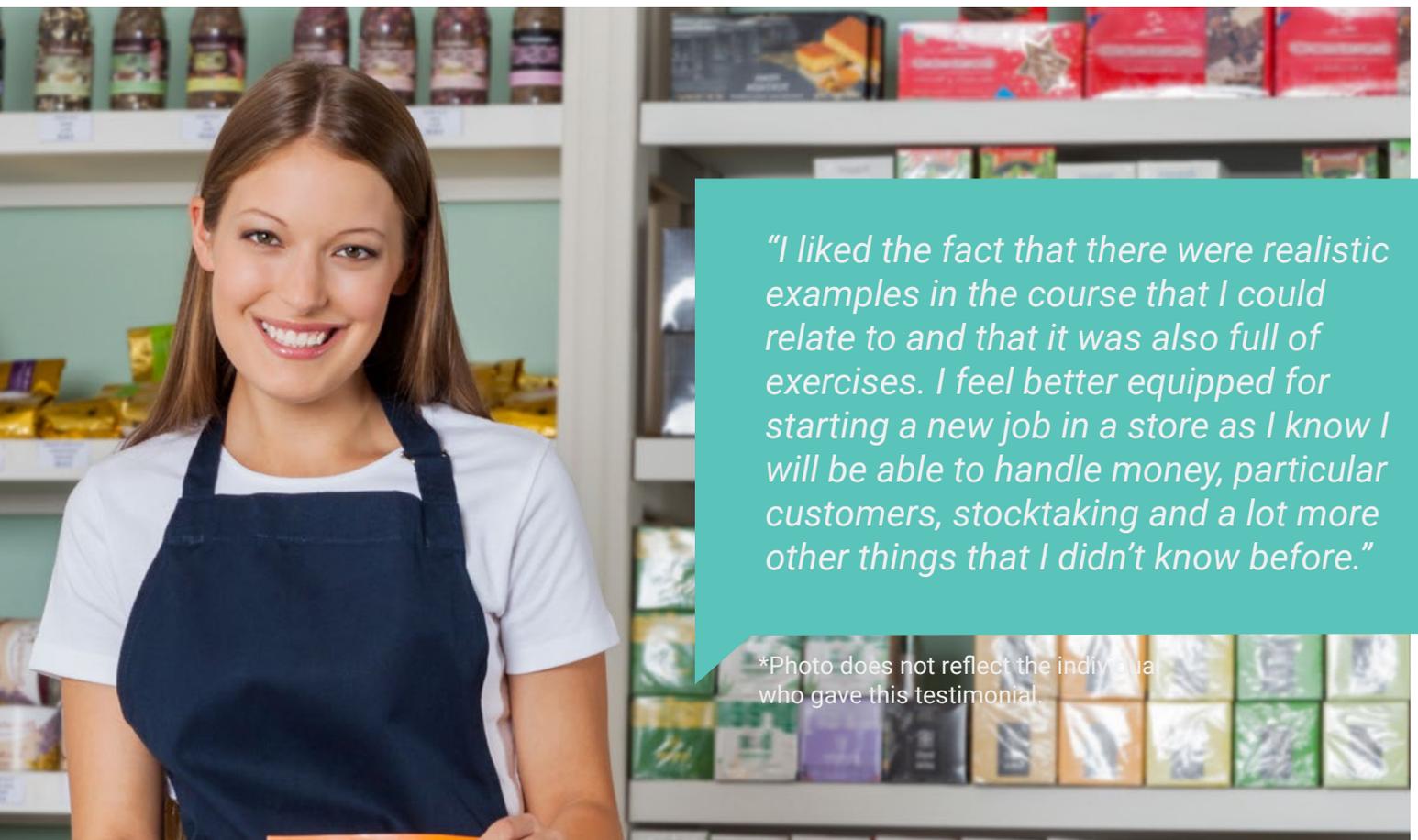
\$0.00

To find out if you or your staff are eligible for a lower course cost based on government subsidies, contact the NRA Retail Institute team for further information.

Non-Concession

\$50.00

Our team are also able to check if you are eligible for other assistance programs and ensure you can be qualified at the most competitive price possible.



"I liked the fact that there were realistic examples in the course that I could relate to and that it was also full of exercises. I feel better equipped for starting a new job in a store as I know I will be able to handle money, particular customers, stocktaking and a lot more other things that I didn't know before."

*Photo does not reflect the individual who gave this testimonial.

What do I need to complete to receive my Certificate I?

5 units must be completed in total:

3 CORE UNITS

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

This unit covers the skills and knowledge needed to effectively communicate with colleagues and customers from diverse backgrounds, and to complete work as part of a team.

SIRXIND001 Work effectively in a service environment

This unit covers the skills and knowledge needed to work effectively in the retail environment. It includes knowledge of workplace rights and responsibilities and organisational policies and procedures.

SIRXWHS001 Work safely

This unit covers the skills and knowledge needed to follow organisational policies and procedures for safe work practice.

2 ELECTIVE UNITS

(choose at least 1 from this list)

FSKDIG02 Use digital technology for simple workplace tasks

This unit covers the skills and knowledge needed to use digital technology to perform simple workplace tasks.

SIRXIND003 Organise personal work requirements

This unit covers the skills and knowledge needed to organise and prioritise individual work requirements.

SIRXIND004 Plan a career in the retail industry

This unit covers the skills and knowledge to identify and document the individual's current skills and interests, explore retail career options and plan for career progression within the retail industry.

IMPORTED ELECTIVES

(choose up to 1 from this list)

SIRXCEG001 Engage the customer

This unit covers the skills and knowledge to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to an impeccable service culture.

SIRXIND002 Organise and maintain the store

This unit covers the skills and knowledge needed to organise, clean and maintain the work environment to ensure optimal workplace appearance and safety.

SIRXPDK001 Advise on products and services

This unit covers the skills needed to effectively develop product accurate and useful information and advice to customers.

SIR10116 CERTIFICATE I IN RETAIL SERVICES

"I did the Certificate I in Retail to help me find a job. I learned loads of new skills and the trainer related them all to experiences I would deal with when working. Other people on this course were great and we all supported each other in the activities."

*Photo does not reflect the individual who gave this testimonial.

Why the NRA Retail Institute?

The NRA Retail Institute's training services are delivered by highly trained and qualified in-house staff with combined decades of experience and industry knowledge. Our approach is flexible and cost-effective, working closely with individuals to determine eligibility for funding options and recognition of prior learning to ensure you are always getting the most value for money.

ENROL NOW

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TRUSTED TRAINERS**
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Proud to be a Queensland Government
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