

# SIR10116 Certificate I in Retail Services



## DESCRIPTION

This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge. This qualification provides a pathway to work in a variety of industry sectors and business contexts. Individuals with this qualification can perform roles such as frontline team member.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## ELIGIBILITY/ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification however a pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

## DELIVERY DETAILS

Location (s)	Duration	Study mode
Palmerston Campus Alice Springs Campus	This program is delivered over a period of <b>six months</b> .	<b>Online</b> - students are enrolled and will complete each unit online. Where online access is difficult, <b>workbooks with assignments</b> are made available.
<b>VET for Secondary Students (VSS)</b> Palmerston Campus Alice Springs Campus	This program is delivered over a period of <b>six to twelve months</b> .	<b>Face-to-face</b> block delivery.
Remote Central Australia	This program is delivered over a period of <b>twelve months</b> .	<b>Face-to-face</b> block delivery.

## 2019 FEES

This course is subsidised by the NT Government. The NT subsidy applies to eligible domestic students living in the NT and is **subject to available places**. The **full fee** will apply when funded places have been filled and for students that are ineligible for the NT Government subsidised rate. At the time of enrolment, secondary school students will receive tuition fee exemption by providing details of their secondary school on the VET101 – VET Enrolment form.

Based on course nominal hours of 145 hours, approximate 2019 course fees will be:

- VSS: \$0.00
- NT Government subsidised place: \$464.00
- Full fees: \$2,465.00

For more information on fees, payment options, instalment plans and refunds contact CDU on 1800 061 963 or refer to [www.cdu.edu.au/cdu-vet/student-guide/fees](http://www.cdu.edu.au/cdu-vet/student-guide/fees)

## ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

## RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

## RESOURCES

Students are provided with a learner guide.

## STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIR20216 Certificate II Retail Services.

Possible occupations relevant to this qualification include:

- Frontline team member

## QUALIFICATION CONTENT

To achieve SIR10116 Certificate I in Retail a total of five (5) units of competency must be completed comprising three (3) core and two (2) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

### CORE UNITS

SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXWHS001	Work safely

### ELECTIVE UNITS

FSKDIG02	Use digital technology for simple workplace tasks
SIRXIND004	Plan a career in the retail industry

## WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

## SUPPORT SERVICES

The University supplies support for students in many areas, including: Accommodation, Careers and Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services, Information Technology Services, International Student Support Services, Library Services, and Learner Support Services.

More information is available at - [www.cdu.edu.au/study/student-life/student-support](http://www.cdu.edu.au/study/student-life/student-support)

## CONTACT DETAILS

### Palmerston Campus

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Hair, Beauty and Retail

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W. [www.cdu.edu.au/cduvet/vetcourses.html](http://www.cdu.edu.au/cduvet/vetcourses.html)

Refer to the **VET Student Guide** [www.cdu.edu.au/cdu-vet/student-guide](http://www.cdu.edu.au/cdu-vet/student-guide) for information regarding the enrolment process, student support services, student rights and responsibilities, previous studies recognition and the A-Z of other information.