

# Introduction to Retail

## Engage the Customer

### About the course

Students who successfully complete the short course will have gained the skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

This course applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts.

### Entry requirements

There are no formal entry requirements for this course, however students are expected to have or be able to achieve written and spoken English skills to the certificate level of the course, or the ability to develop these skills whilst in training to meet the requirements of the qualification.

To allow our trainers to support your learning, students will need to complete a student profile, including language, literacy and numeracy indicators before their enrolment application is accepted.

### Delivery method and course duration

This short course is available through a Virtual Classroom learning approach.

The total duration of this short course will be 30 hours and will take the following format:

› **1 week full-time**

5 days (6 hours per day, inclusive of a 2 hour Virtual Classroom session).

Additional support and training times are available for students if required.

Online platform requires either PC, phone or tablet.

### Course structure

There is one (1) unit of competency requiring successful completion of this course.

› **SIRXCEG001** Engage the Customer

### AQF Certification Outcome

Students who successfully complete all requirements SIRXCEG001 Engage the Customer will be issued a Statement of Attainment by MAX.



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### Additional pathways

This unit forms part of the Retail Training Package. Students may choose to continue their studies and complete qualifications such as SIR30216 - Certificate III in Retail.

### Recognition of Prior Learning (RPL) and Credit Transfers (CT)

Recognition of prior learning (RPL) is a process that assesses a student's competency - acquired through formal and informal learning - to determine if students meet the requirements for a unit of study. Students with previous skills, knowledge or experience are entitled to apply for RPL for a full qualification or individual units of competency.

Students will be required to produce evidence and undertake assessment as part of the RPL process. If students have previously completed a unit/s of competency and can provide valid evidence of AQF certification (issued by an RTO), they are eligible to apply for a credit transfer and would not be required to undertake further study for the unit.

### Unique Student Identifier (USI)

It is mandatory for all students undertaking Nationally Recognised Training in Australia to have a Unique Student Identifier (USI).

Students will need their USI to apply to enrol for training.

Visit [www.usi.gov.au](http://www.usi.gov.au) for more information.

### More information

For upcoming course dates, delivery locations, student handbook information (including relevant policies and procedures such as our privacy, access and equity, complaints and appeals and refund policies) please visit our website or contact our team.

#### Contact us



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