

OVERVIEW

This entry level qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

UNITS OF COMPETENCE

This qualification requires the completion of 13 units of competence made up of 8 core units plus 5 elective units.

SPASA recommends the following combination of units to meet the required training and employability outcomes:

Core Units:

SIRXCEG001	Engage with customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSL001	Sell to the retail customer
SURXWHS002	Contribute to workplace health and safety

Elective Units:

SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRWLS002	Analyse and achieve sales targets
SIRXCEG006	Provide online customer service
SIRXMG001	Supervise and support frontline team members

QUALIFICATION COST

\$3000

COURSE PAYMENTS

Enrolment Fee \$1500

followed by

2 X Monthly Instalments of \$750

Payment Via:

Direct Debit / BPAY / Credit Card / EFT

CONTACT



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**Swimming Pool
and Spa
Association of
Australia**

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ABN: 74 150 541 816
ACN: 076560391



NATIONALLY RECOGNISED
TRAINING

Australian
Qualifications
Framework

**Training by
the industry
- for the industry.**

DELIVERY OPTIONS

Self-Paced – Distance Learning

Students can undertake this course entirely at their own pace by correspondence.

RPL

You may apply to have prior learning and experience recognised toward a qualification or units of competence for which you are enrolled.