



SIR10116 Certificate I in Retail Service

Vocational Education and Training

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Qualifications and Statements of Attainment issued by Taminmin College are recognised by registered training organisations in all Australian states and territories. Taminmin College recognises qualifications and Statements of Attainment issued by registered training organisations in all Australian states and territories.

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About this course

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 are able to perform roles such as frontline team member.

In this course students will learn the fundamentals of working in a retail café environment. They will learn customer services, cash handling, how to work as a team. Students learn how to make a variety of beverages and will get to run a service in our fully equipped Taminmin Coffee Club.

This qualification runs over a six month period with an expected completion time of one semester on campus. Students are to attend the course one full day per week on Thursdays.

Program content

This qualification consists of five units of competency from the Retail Services Training Package.

SIRXWHS001	Work safely
SIRXIND001	Work effectively in a service environment
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND002	Organise and maintain the store environment
SIRXIND004	Plan a career in the retail industry
This program also offers the following units of competency from the Travel, Tourism and Hospitality Training Package and a separate Statement of Attainment will be issued on successful completion	
SITHFAB005	Prepare and serve espresso coffee
SITXFSA001	Use hygienic practices for food safety

Study and career pathways

On completion of this qualification, students may continue their studies with the Certificate II in Retail Services or the Certificate II in Retail Fast Food. *Taminmin College does not offer these qualifications*

This qualification provides a pathway to work in a variety of industry sectors and business contexts. Individuals with this qualification are able to perform roles such as frontline team members.

Advantages

- Nationally recognised qualification
- Earn credits towards NTCET
- Develop work skills
- Build confidence and communication skills
- Exposure to potential employers

Dress Requirements

Students are required to dress ready for work for all classes. The dress requirements for Retail are:

- Neat, tidy attire in line with business requirements
- Tailored black trousers or a black business skirt
- Polo shirt (Supplied)

Vocational Work Placement

An important component of VET in Schools training is the Vocational Work Placement (VWP). VWP is organised by Industry Engagement Officers (IEOs) who are the link between the school, host workplace and the Registered Training Organisation (RTO). VWP involves spending a work week each semester with a host employer gaining an insight to the requirements and expectations of a worker within this industry. Students do not receive payment for this experience.

Assessment

Assessment methods include questions to assess the knowledge requirements for each unit of competency and observation of application of practical skills. These assessments will also be used to determine work readiness and the ability to follow workplace instructions and procedures.

How will you learn?

Training and assessment takes place in a fully equipped retail café at Taminmin College Campus. The course is delivered one day a week on Thursday during normal school hours. All learning resources are supplied free of charge however students will need to supply the following:

- Pen/pencil
- Notebook

Previous studies and skills recognition

Taminmin College recognises qualifications and statements of attainment issued by other Registered Training Organisations (RTO). If you have completed training with another RTO, please talk to your trainer about receiving credit or recognition of prior learning for this course. Credit transfers will be automatic where previous studies have been completed at Taminmin College and the units of competency apply to this qualification.

Support services

Students with special needs, including students with a disability, need to be supported appropriately. Reasonable adjustments will be made to accommodate their special needs. Support for students requiring language, literacy and numeracy skills will be provided by dedicated school staff such as Special Education Support Assistant.

Student rights and responsibilities

Students have the right to learn and be treated with respect and dignity. Equally they have a responsibility to demonstrate respect for themselves, others and the training environment.

Student responsibilities include:

- Commit to and complete the VET program
- Comply with rules and expectations as detailed in the VET Student Information Handbook
- Comply with structured work placement requirements
- Comply with workplace health and safety (WHS) requirements
- Attend VET classes on time, dressed appropriately and ready to learn



Eligibility/entry requirements

To gain entry into this qualification, students must be enrolled in a senior secondary government or registered non-government school at year 10 level or above. All students will undergo an interview prior to acceptance into the course.

Fees

There is a fee of \$80.00 which includes all learner resources, assessments and a uniform consisting of a Taminmin College branded polo style shirt.

The fee is non-refundable following the second week of the course. This qualification is funded by the Northern Territory Government as Taminmin College utilises government funds to support student employment outcomes.

Exit Points

Students may withdraw from this qualification at any time by completing a Withdrawal form and receive a Statement of Attainment for any units of competency successfully completed.

Taminmin College will provide training and assessment in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* and ensure that the learner will have the opportunity to complete the qualification offered once a completed enrolment form is processed.