

Essentials in retail



Course Description

This course is designed for individuals who wish to develop the basic skills and knowledge to immediately start working in the retail sector.

Course structure

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

SIRRINV001 Receive and handle retail stock

Upon successful completion participants will be awarded statement of attainment for all accredited units.

Learning outcome

- Use effective communication techniques.
- Respond to diversity in communication.
- Confirm and respond to workplace requirements.
- Maintain stock handling and storage areas.
- Check incoming stock quantities against order documentation.
- Inspect incoming stock quality and accurately report quality issues or damage to relevant personnel.
- Store or display stock promptly in designated location.
- Rotate, replenish and present stock according to organisational requirements.

Delivery mode

Face to face
4 days

Fees

Pricing varies based on group size.

