



Pathway to Employment Retail Essentials

A training program supporting participants to gain entry level employment or a traineeship in the Retail industry

If you're looking for a job that emphasizes customer service, teamwork, and the ability to interact with a variety of people, then retail might be the perfect fit for you. With a career in retail, you can gain valuable professional experience, gain business acumen, and further hone your interpersonal skills, all of which can be applied to a variety of other jobs.

Day 1

Welcome & introductions

Introduction to Retail and potential job roles

What businesses can you work for

Further education in Retail

What do you need to succeed in a Retail career

Day 2

Accredited training:

SIRXSLS001 - Sell to the retail customer

How do we sell?

Why is product knowledge so important

Day 3

Accredited training:

SIRXSLS001 - Sell to the retail customer

Day 4

Essential Service:

Customer Service
Team Work
Communication

Day 5

Accredited training:

SIRXCEG008 - Manage disrespectful, aggressive or abusive customers
Learn to deal with conflict situations

All sessions face to face 10am – 3pm

Upon successful completion, learners will receive a Statement of Attainment for all accredited training.

Participants must demonstrate appropriate language, literacy and numeracy skills prior to undertaking accredited training. This will be completed in an information, enrolment and LLN session completed the Friday prior to start date.

RTO #6372

Next Course:

Book
Now

Site Contact:

Email:

Phone:

