



# The Penn College

## Pre-enrolment information\*

### SIR30212 Certificate III in Retail Operations

Training and assessment delivered by  
Lowes Manhattan Pty Ltd in partnership with  
The Penn College (RTO).

\* Prospective students must also refer to The Penn College's Student Handbook prior to enrolment for important information about procedures and administrative processes affecting participation in training, along with student rights and obligations.



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RTO Code: 40849



## ***Our vision***

The Penn College is a world class educational provider of choice for organisations and students that value and seek formal qualifications in their fields of endeavour.

## ***Our mission***

The Penn College strives for uncompromising excellence in providing a formal learning environment for those interested in extending their knowledge in their chosen field and to enable students to progress to higher employment opportunities based on the achievement of formal qualifications.

The Penn College encourages, through industry consultation, education as a key motivating factor within organisations, in order to ensure each organisation's human resources have contemporary specialist knowledge.

## ***Our goals/objectives***

The Penn College will achieve its Vision and Mission through:

- Establishing world class innovative and technologically leading edge educational programs of uncompromising excellence that meet the needs of individuals in their workplace.
- Creating and maintaining relationships with industry in order to ensure educational programs are responsive to industry evolution and remain "state of the art".
- Engaging trainers who have expert practical knowledge and are able to utilise innovative training methods.
- Establishing exemplary student support systems to enable students to achieve to their maximum potential and achieve commercial success.

The Penn College provides an environment which is safe and equitable; promotes a confident and productive training and assessment environment; and maintains ethical conduct and integrity as one of its core priorities.

## ***Our registration***

The Penn College is a Registered Training Organisation and meets the national quality standards – the *Standards for Registered Training Organisations (RTOs) 2015*. The Penn College has partnered with Lowes Manhattan Pty Ltd to deliver this qualification. Students will be trained and assessed by qualified Lowes personnel and graduates will receive nationally recognised qualifications issued by The Penn College.

## ***SIR30212 Certificate III in Retail Operations***

This qualification is accredited under the Australian Qualifications Framework (AQF) and is nationally recognised. This means that you will be able to apply your skills and use your certification no matter what state or territory you may be currently living and working in. Completion of this qualification may also provide you with credit towards any future study. All nationally recognised training programs must be delivered by Registered Training Organisations.

Details are as follows:

Qualification level:	Certificate III
National Code:	SIR30212
Training Package:	SIR07 Retail Services Training Package
Duration:	The total volume of learning for this course is 1364 hours. The course will can be completed in: <ul style="list-style-type: none"><li>• 18 months if 4 hours per study per day is undertaken; or</li><li>• up to 36 months if 2 hours per study per day is done.</li></ul>



All students will be enrolled in The Penn College and their progress will be overseen by Dr David Penn - Entrepreneur of the Year 2011, Dean of School of Innovation and Entrepreneurship, The Penn College.

Training and assessment will be provided by qualified and experienced Lowes personnel.

The Penn College's approach to the delivery and assesment of this qualification has been designed in consultation with one of Australia's major national retail providers and will be updated regularly to ensure its relevance to the retail sector. This course is offered face-to-face and workplace training with support provided and access to qualified trainers and assessors.

### ***Course description***

The SIR30212 Certificate III in Retail Operations provides the skills and knowledge for an individual to be competent in retail operations. Work could be undertaken in various store settings, such as speciality stores, supermarkets, department stores and retail fast food outlets.

This qualification will equip students who desire a career in sales to take their current people skills to a whole new level.

Students of this qualification will learn various communication methods to determine customer requirements, demonstrate product knowledge through appropriate selling techniques, sell product benefits, overcome objections and close the deal.

Graduates of this qualification will have the skills and knowledge to communicate in the workplace to support team and customer outcomes, build relationships with customers, apply safe work practices, develop innovative ideas at work, minimise loss, coordinate work teams and interaction with customers, and recommend specialised products and services.

## ***Future employment opportunities***

Graduates will have the skills and knowledge to perform roles, such as:

- providing in-depth product and service advice in a retail environment
- selling products and services in a variety of retail settings
- servicing the point-of-sale area
- organising and maintaining work areas and displays
- carrying out specific responsibilities, such as merchandising

## ***Potential employment titles***

To name a few...

- Sales Assistant
- Senior Sales Assistant
- Customer Service Assistant
- Point-of-Sale Operator.

## ***Pathways from this qualification***

After achieving the SIR30212 Certificate III in Retail Operations, individuals may seek to undertake the following nationally recognised qualifications:

- SIR30312 Certificate III in Retail Supervision
- SIR30412 Certificate III in Business-to-Business Sales
- SIR40212 Certificate IV in Retail Management\*
- SIR50112 Diploma of Retail Management
- SIR50212 Diploma of Visual Merchandising.

\* The Penn College currently offers this qualification.

## ***Entry requirements***

To undertake this qualification, individuals will have previous retail experience in roles, such as:

- interacting with customers
- operating retail technology
- performing stock control procedures
- applying safe work practices
- communicating in the workplace
- minimising theft
- applying point-of-sale handling procedures

Examples of evidence of retail experience may include:

- job descriptions
- references from current or past employers.

Potential students will initially undergo a telephone interview with our friendly and experienced trainers to determine if they have the required retail experience to study this course.

All students will undergo a language, literacy and numeracy (LLN) skills assessment to ensure their LLN skills are at the required level for the course.

## ***Course content***

To complete this course, participants must be deemed competent in 14 units of competency - 6 core units and 8 elective units. The Penn College has considered local industry requirements and determined that the following 14 units of competency will be delivered, including the 6 core units required for this qualification:

<b>Code</b>	<b>Title</b>
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXSLS201	Sell products and services
SIRXSLS303	Build relationships with customers
SIRXWHS101	Apply safe work practices
SIRXWHS302	Maintain store safety
SIRXCLM101	Organise and maintain work areas
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXSLS002A	Advise on products and services
SIRXICT001A	Operate retail technology
SIRXCCS304	Co-ordinate interaction with customers
SIRXCCS203	Promote loyalty programs
SIRRRPK007A	Recommend and fit clothing or footwear and products and services

Descriptions of the content of each of these units of competency are available from The Penn College website.

## ***Qualifications to be issued***

The Penn College, as the Registered Training Organisation, will issue AQF certification documentation within 30 days\* when required.

Students who successfully complete all units of competency will be issued a SIR30212 Certificate III in Retail Operations and a record of results - a record of all learning leading to the qualification.

Students who successfully complete one or more units of competency (but not enough to be issued a qualification) will be issued with a statement of attainment listing the units achieved towards the completion of the SIR30212 Certificate III in Retail Operations.

\*Conditions apply. Refer to the Student Handbook for details.

## ***Recognition of your prior learning and current skills***

The Penn College will have regard to your prior learning, including existing skills, knowledge and experience when considering the amount of training you require. If you have current, relevant skills and knowledge that can be verified by the college, you may be eligible for recognition of that prior learning towards the course. This recognition may impact on the amount of training you need to undertake.

Refer to the Student Handbook for further details about arranging for an assessment of your eligibility for recognition of that learning towards the course.

## ***Fees***

The course fee for the SIR30212 Certificate III in Retail Operations is \$3,300. No other fees and charges apply to the training. Note that if the student is nominated by Lowes Manhattan Pty Ltd then the fee will be paid by Lowes.

An invoice for the first payment of no more than \$1,000 will be issued when enrolment is confirmed. The remainder of the course fee is payable by installments and the amount and timing of each installment will be determined based on the amount of each individual student's training and assessment which is yet to be delivered. Note that no individual fee paid in advance will exceed \$1,500.

All fees must be paid in full within five days of receiving an invoice from Penn College. The Penn College may discontinue training if fees are not paid as required.

## ***Refunds***

Generally, refunds will be made for cancellations prior to the commencement of initial training but not after commencement. Depending upon the amount of notice given, the College may retain a percentage of the fees paid to cover the cost of staff and resources which will have already been committed.

Refer to the Student Handbook for further details about fees, payment methods and conditions and procedures for refunds.

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## ***Student identification***

The Penn College will ask for your full name for the certificate or statement of attainment. We will also ask to see, and retain a copy of, your driver's licence, passport or birth certificate and to record the number.

Students must provide their Unique Student Identifier (USI) on the Enrolment Form. Enrolment will not be accepted and qualifications cannot be issued unless a student provides their USI which can be validated by the college. Refer to the Student Handbook for further information about USI.

## ***Assessment procedures***

Assessment for a unit of competency usually includes more than one component and usually each component has more than one task. The tasks may include:

- Questioning (verbal or written)
- Observation of performance in the workplace (or simulated environment)
- Written responses to questions, assignments and case studies.

Performance in each of the components will be considered together to make a judgement about each student's competence in the unit.

Students must perform satisfactorily in all parts of all components (against pre-determined benchmarks/model answers) in order to achieve an outcome of 'Competent' in the unit. More than one attempt may be provided to demonstrate satisfactory performance in each task.

Refer to the Student Handbook for further details of assessment procedures.

## ***Complaints and appeals policy and procedures***

The Penn College has policies and procedures to fairly manage and respond to allegations involving the conduct of the college, or Lowes as a partner or another student. Policies and procedures also exist for the management of requests for a review of decisions made by the college or Lowes, including assessment decisions.

Refer to the Student Handbook for further details.

## ***Student support services***

At Penn College, in conjunction with Lowes, we aim to support all of our students and provide access to the educational and support services they need to successfully complete the qualification.

At any time, if students feel they are having difficulty or need assistance, they should first approach their trainer/assessor.

Refer to the Student Handbook for further details about supporting students.

## ***Access and equity***

The Penn College provides a pathway for students to make informed decisions about their training and assessment that is right for them and free from discriminatory barriers. Student needs are identified to ensure that services to each individual student are appropriately adjusted to allow for their unique requirements.

Refer to the Student Handbook for further details about The Penn College's commitment to access and equity.

## ***Resources***

Students must have access to an internet enabled computer to undertake this qualification.

Refer to the Student Handbook for recommended minimum technical requirements.

## ***Privacy***

RTOs are required to collect certain information for national database and tracking purposes, to assist in ongoing qualification issuance as required and to contact and communicate with students during the period of a student's enrolment.

In recognition of a student's right to keep their personal information private, the college is committed to protecting and maintaining privacy, accuracy and security of student training records. All data is confidential and is not forwarded to any other party unless the college is legally obligated to do so as a condition of its registration or a student has given written consent for the data to be released to a third party.

Refer to the Student Handbook for further details about information privacy and arrangements for student access to their own records.