

# "SkillUp for Service Roles"

## Workforce Readiness course

**\*Subsidised by the Government of South Australia**

\*'Participant Eligibility Criteria apply'

This subsidised Adult Community Education (ACE) training program helps you build confidence and upskill your language, literacy, numeracy, and digital skills for success in hospitality, retail and tourism jobs.



Supported by  
**Government  
of South Australia**

*In this training program, you can:*

- ✓ Build your reading, writing, communication, numeracy, and digital skills for work in retail, hospitality and tourism jobs.
- ✓ Learn the skills you need to thrive in Whyalla's service sector.
- ✓ Understand what it is like to work in the service industry.
- ✓ Practise important work and people skills.
- ✓ Learn how to write a resume and answer interview questions.
- ✓ Get ready for work, further education, or volunteering.



**Whyalla**

**ENROL TODAY!**

- 📞 Call us on 0405 124 211
- Or email us at
- ✉️ [enquiry@skillupsa.com.au](mailto:enquiry@skillupsa.com.au)

# Basic Skills for Retail Skill Set

## SSDIS01014



**Whyalla, SA**

This Skill set provides participants with insight, knowledge and skills needed for Retail, Hospitality and Tourism sectors. Furthermore, students graduate with fresh confidence to apply their learning in the workplace. They may also choose to credit their achievement towards a full qualification!

**\*Accredited training comprises the following units of training:**

**SIRXCEG001** Engage the customer

**SIRXCOM001** Communicate in the workplace to support team and customer outcomes

**SIRXIND001** Work effectively in a service environment

**SIRXSL001** Sell to the retail customer

**SIRRRTF001** Balance & secure point of sale terminal

**SIRRMER001** Produce visual merchandise displays



NATIONALLY RECOGNISED  
TRAINING



\*Accredited training is delivered under a collaborative arrangement with SkillUp SA and a Statement of attainment will be issued by HITsa (RTO:40200) for all completed accredited training.



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\*Funded by the State Government through the Subsidised Training List  
Eligibility criteria applies – visit [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for Participant Eligibility Criteria  
Units of Training come from Skills SA Local Skill Sets