

Dive into the **Summer Skills** program today!

Every summer has its own story, time to write your own

This summer is expected to be an absolute bumper. Many employers will need summer staff to cope with the huge demand of jobs across a variety of industries.

This is why the NSW Government is offering fee-free, industry aligned short course for young people wanting to learn new skills.

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retail.org.au/retail-institute

Course Overview



The **Summer Skills program** has been designed specifically with young people in mind.

The program allows students to explore their interests and gain valuable skills that they'll be able to take with them, wherever they end up.

Who can apply?

Are you a school leaver or aged between 16 and 24?
Are you looking to kick-start your summer career?

Then Summer Skills could be for you.



How to Deal with Cranky Customers

SIRSS00022

How would I deal with aggressive customer? How can I respond professionally? The tips and tricks on how to handle this unfortunate circumstance will be provided by experienced facilitators along with real life simulation.

Topic

SIRXCEG008

Manage disrespectful, aggressive or abusive customers

Delivery Mode + Duration

Face-to-face or virtual
1 day training

Zero to Hero in Visual Merchandising

SG00007588

This single unit skill set is suitable if you are looking for a short sharp upskilling course in visual merchandising. Understanding the use of colour, layout, space for a retail store are some of the skills that you will learn with this skill set.

Topic

SIRRMER001

Produce visual merchandise displays

Delivery Mode + Duration

Face-to-face or virtual
2 days training

Did Somebody Say Food?

SG00007280

To prepare yourself to work in the food related industry, you will be required to understand on how to handle the food safely and correctly. If retail food is your passion, what else will you wait for?

Topic

SIRRFSA001

Handle food safely in a retail environment

Delivery Mode + Duration

Face-to-face or virtual
2 days training

Eligibility criteria

You must be:

- a school leaver or
- aged between 16 and 24
(at the start of training)

You will also need to be:

- living or working in NSW
- Australian or New Zealand citizen, permanent resident or humanitarian visa holder
- signed out of school



**The First Step into
Retail Customer Service**
SG00003443

If you are new to retail but you like to interact with people, then you can hone your communication and interaction skills with retail customer.

Topics

SIRXCOM001

Communicate in the workplace to support team and customer outcomes

SIRXCEG001

Engage the customer

Delivery Mode + Duration

Face-to-face or virtual
4 days training

**Upgrade Your Retail
Productivity**
SG00008037

Being organised and productive at work requires systematic approach to do so. Are these the skills that you are looking to level up?

Topics

SIRXIND003

Organise personal work requirements

SIRXIND005

Develop personal productivity

Delivery Mode + Duration

Face-to-face or virtual
3 days training

Roaring into Retail
SG00007854

A very popular skill set that combines your creativity, product knowledge, team work and life planning into one solid future opportunity. Will you wait for this chance to be missed?

Topic

SIRRMER001

Produce visual merchandise displays

SIRXPKD001

Advise on products and services

SIRXCOM002

Work effectively as a team

SIRXIND004

Plan a career in the retail industry

Delivery Mode + Duration

Face-to-face or virtual
7 days training

**Be a Retail Customer
Ambassador**
SG00007690

A trifecta of customer skills - engaging, assisting and maintaining relationship with retail customer - that are packaged with team work skill will equip you to become a well-rounded retail customer ambassador.

Topics

SIRXCEG001

Engage the customer

SIRXCEG002

Assist with customer difficulties

SIRXCEG003

Build customer relationships and loyalty

SIRXCOM002

Work effectively as a team

Delivery Mode + Duration

Face-to-face or virtual
5 days training

Set yourself apart from your peers and get the skills you need.

Work in some of the most beautiful thriving parts of NSW.
You could do a sea change or a tree change or hit the big smoke!

Grab your friends, flip a coin for a sea change or a tree change, get the skills you need before you go and start writing your summer story today



Retail Skill Sets

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