

# Retail Fundamentals

Based upon Certificate II in Retail (SIR20207)



NATIONALLY RECOGNISED  
TRAINING

RTO No. 40314 CRICOS Provider

Cultural Immersion  
is a member of:  
AARTO & ACPET



## WELCOME FROM THE DIRECTOR OF STUDIES & INTERNATIONALISM



Welcome to Cultural Immersion. Whether you are currently at school, or have left school, are in the workforce, or seeking work, at Cultural Immersion you will experience quality training and educational programs that can fulfil your employment and personal goals. Education enhances your life and leads to great opportunities!

Cultural Immersion offers quality and accredited training, English Proficiency courses, English Tuition programs and Study Tours to local and international students. Our approach is genuine and our aim is to maximise your potential, performance, character and inner confidence.

All certificate courses are nationally accredited under the AQF Framework and are conducted by qualified trainers in spacious and comfortable classrooms. All non-Award English courses and English Tuition classes are conducted by qualified ESL teachers and tutors.

Adelaide is a wonderful and safe place to study and Adelaide's reputation for quality education is known throughout the world. Our learning centre is in the heart of Adelaide's CBD, accessible by all forms of public transport and is just a short 2 minute walk to Rundle Mall, Adelaide's main shopping, cafe and entertainment precinct.

This course guide will assist you with your orientation to Cultural Immersion and the course you intend to study. The information in this course guide must be read with the current **Student Handbook** as both booklets provide details about pre-enrolment, the enrolment process, regulations that you must know, campus and study guidelines and other key issues around studying at and attending Cultural Immersion.

For more information on what we can offer you please contact us on **(08) 8410 8938** (+61 8 84108938 for international callers) or visit our website at **www.culturalimmersion.sa.edu.au**. All of our fact sheets, course guides, the current Student Handbook, enrolment forms and other forms can also be downloaded from our website.

I welcome you to Cultural Immersion. I am sure you will have a rewarding and enjoyable learning experience.

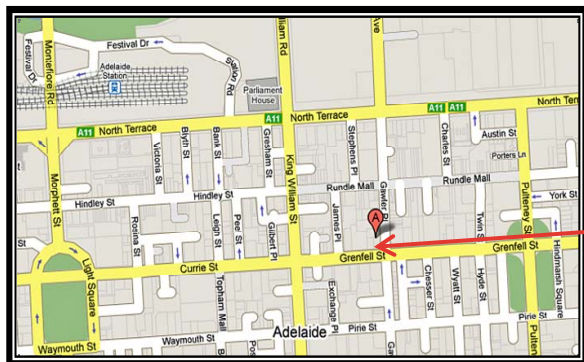
*M La Pietra*

Maria La Pietra  
Director of Studies & Internationalism

## OUR LOCATION

Cultural Immersion is conveniently located at **Level 7 East Wing, 50 Grenfell Street, Adelaide, South Australia.**

Adelaide CBD



Our education centre is in the heart of Adelaide's CBD, only 2 minutes walk from Rundle Mall, Adelaide's main retail and entertainment precinct.

We are also only 5 minutes walk from the South Australian State Library, 10 minutes walk from Adelaide's universities and a few minutes walk from all public transport.

Before 5.30pm access is via the front entrance at 50 Grenfell Street. East Wing lifts to Level 7 are to the right.



**Disabled access** is via the main entrance on the ground floor. Disabled toilets are located on the ground floor to the right of the East Wing elevators.



### AFTER HOURS ACCESS

**For classes after 5.30pm Mondays to Fridays or on Saturdays** access is by the side entrance which is by glass door on 71 Gawler Place *between 'Priceline Pharmacy' and the gift shop.* A Cultural Immersion staff member will open the doors for you.

**Please do not be late for your class as the doors will be closed 10 minutes after classes start.**



**Cultural Immersion**  
Level 7 East Wing, 50 Grenfell Street, Adelaide, South Australia, AUSTRALIA  
Ph/Fax: (61 8) 8410 8938 Post: PO Box 3485, Rundle Mall, SA, 5000, AUSTRALIA  
study@culturalimmersion.sa.edu.au www.culturalimmersion.sa.edu.au

Revision 3.1  
June 2009. To be reviewed July 1 2009  
Responsibility: Director of Studies & Internationalism

## MISSION STATEMENT

To provide quality training, English courses, English Tuition & Study Tours to Australian and international students.  
To be recognised as a provider of quality educational and training packages that are life-enhancing to our students.

## OUR CORE STAFF

### Maria La Pietra

BSSc. Dip TESOL. TAA. JP.  
Director of Studies & Internationalism  
Email: maria@culturalimmersion.sa.edu.au

### Rosie Stavrou

TAA  
Floristry Co-ordinator & Trainer  
Email: rosie@culturalimmersion.sa.edu.au

### Darren Hosne

BA Psych. ACert. Mgt. WTA.  
Business & Strategic Manager  
Email: darren@culturalimmersion.sa.edu.au

### Steve Stavrou

Business Operations Assistant  
Email: study@culturalimmersion.sa.edu.au

### Kathleen Gillespie

Personal Assistant. Homestay Co-ordinator. Registrar  
Email: study@culturalimmersion.sa.edu.au

## TRAINERS AND RESOURCES

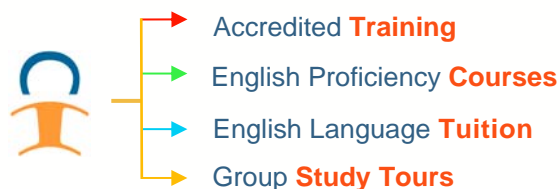
Trainers, teachers and assistants at Cultural Immersion are selected specifically for their expertise in the delivery of training in their areas of technical knowledge and experience, and will generally have a qualification of an equivalent or higher level relevant to the unit of competency taught.

Trainers must also have a high standard of communication skills, (interpersonal, oral & written) and personal presentation appropriate to the standards set by the industry. This includes the ability to assess the previously acquired competencies of students for the purposes of RPL.

We use industry specific training resources sourced from recognised industry level resource providers.

## WHAT WE CAN OFFER YOU

### Our Range of Education and Training services



### Nationally Accredited Certificates

- 40495SA: Certificate IV in English Proficiency
- SIR20207: Certificate II in Retail
- SIR30207: Certificate III in Retail
- WRB20204: Certificate II in Make-Up Services
- WRF20104: Certificate II in Floristry



Cultural Immersion offers a wide range of services to Australian and international students. We work closely with a number of educational agents, South Australian schools and international schools to develop & provide high level programs for our students.

## OUR KEY & VALUED COLLABORATIONS AND NETWORKS

Cultural Immersion thanks the following organisations for their guidance, mentoring, networking and support. We develop networking and professional collaborations with quality organisations and education agents to provide the highest standards of service to our students.



Australian International Education Services  
澳大利亚国际教育服务中心

www.aies.biz



www.badaedu.com



www.olsh.sa.edu.au



### Cultural Immersion

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## PRE-ENROLMENT INFORMATION

The 'Student Handbook' and the appropriate 'Course Guide' should be read by all potential students prior to their official enrolment at Cultural Immersion. Students are also required to read the information on ESOS and the TAS (Tuition Assurance Scheme) on the following websites:

[https://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/NC\\_Part\\_D\\_Intro.htm#Standard1](https://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/NC_Part_D_Intro.htm#Standard1)

[http://aei.dest.gov.au/aei/esos/tuition\\_assurance\\_scheme.htm](http://aei.dest.gov.au/aei/esos/tuition_assurance_scheme.htm)

They are designed to protect students and the Australian International Education Industry in general from misuse.

This document contains an overview of the ESOS Framework and **must be read by international students**:

[http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS\\_FrameWork\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf)

Please type the addresses to these websites into your browser's address bar if these [links](#) do not work.

If you cannot access this information over the internet please contact our office and we will send you alternate links and contacts to acquire this information.

**INTERNATIONAL STUDENTS PLEASE NOTE:** that your personal information may be shared between Cultural Immersion and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. Student's personal information may also be exposed to DETA for audit purposes.

**International students please note that all of our courses/certificates have an IELTS (or equivalent) requirement.**

**All students will be required to read and abide by the pre-enrolment conditions on the Course Application Form.**

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## ENROLMENT PROCESS: Australian and International Students

All students are required to complete all relevant forms as detailed below. Please note that confirmation of enrolment (CoE) will only occur after we process the information you send us and after your payment clears.

### Steps Towards Enrolment:

**STEP 1:** Please read and understand pre-enrolment information in the **Student Handbook** and in the appropriate **Course Guide**.  
Read and understand all conditions and tasks detailed in the **Course Application Form**.

**STEP 2:** Complete the appropriate **Course Application Form** *and* the **Payment Sheet**.  
*Note: Students applying for RPL must complete the relevant Course Application Form.*

**STEP 3:** Send the completed **Course Application Form** and **Payment Sheet** to Cultural Immersion by the due date. If any details are not filled out correctly we will notify you to corrected & re-submit the form by the due date.

**STEP 4:** After your application is assessed and approved and after your payment clears you will receive:  
i) **Confirmation of Enrolment** letter to confirm your enrolment and course details.  
ii) **Course Acceptance Form**.  
iii) **Invoice** as a record of your payment.

**STEP 5:** Please complete the **Course Acceptance Form** and post to us **within 5 days**.

**STEP 6:** We will then process your Course Acceptance Form to **finalise your enrolment**.

**STEP 7:** Lastly, we will post your student number, timetables, other course information and any RPL material (if applicable) to you.

**All forms and guides are available for download from [www.culturalimmersion.sa.edu.au](http://www.culturalimmersion.sa.edu.au)**



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## REFUND POLICY

**ALL COURSE FEES MUST BE PAID IN FULL BEFORE REFUNDS ARE ISSUED**

1. If, for any reason, Cultural Immersion is unable to deliver the course for which the student has enrolled a full refund of the tuition and resource fees will apply.
2. If a course is cancelled by Cultural Immersion after it has started you will only pay for the units/modules you have attended thereby receiving a partial refund.
3. If fees have been paid in advance and an international student's Visa application is subsequently rejected by Australian Immigration, all tuition and resource fees will be refunded in full within 28 days upon receipt of a written notification from the Australian Embassy.
4. **If a student withdraws from their course for any reason, he/she will be entitled to a pro-rata refund as follows:**
  - If a student withdraws 28 days or more before course commencement date, 100% of tuition and resource fees will be refunded.
  - If a student withdraws less than 28 days before course commencement date 70% of tuition and resource fees will be refunded.
  - If a student withdraws within the first 28 days after course commencement date, 30% of tuition & resource fees will be refunded.
  - **No refunds** will be made after 28 days of course commencement date.
  - **No fees** will be refunded if a student is expelled by Cultural Immersion as a consequence of committing a criminal offence, or a serious breach of discipline, or breach of code of conduct or if they severely compromise others safety.
5. **Application fees, enrolment fees, bank & credit card fees and homestay placement fees are not refundable under any circumstances.**
6. **No refunds will be made once the student has completed 28 days of their studies,** unless the student has a legitimate complaint against the College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of South Australia.
7. If you cancel your homestay accommodation less than four weeks before your arrival you will be charged a cancellation fee of \$100 to cover administration costs. If you cancel your Homestay booking less than 48 hours to arrival you will be charged one week's accommodation fee.
8. All bank charges incurred by Cultural Immersion in issuing refunds will be met by the student & subtracted from the final refund amount.
9. Authorised refunds will incur a \$100 course cancellation fee which will be subtracted from the refund amount.

### Requests For Refunds

1. It is the students responsibility to lodge a request for refund in writing. Requests for withdrawals must be made in writing on the **Refund Application Form**. Please contact Cultural Immersion for a copy of this form.
2. The date of withdrawal shall be the date that Cultural Immersion receives the refund application accompanied by the relevant supporting documentation.
3. Refunds will not be granted automatically - you will need to establish the cause of the withdrawal. Valid reasons for withdrawal are: i) Sickness (verified by a medical certificate); ii) Change of employment hours or location (verified by employer) or iii) Other reasons deemed valid at the discretion of Cultural Immersion.
4. Refunds will be processed and paid within 28 days of the receipt of the written notification and will be paid to the student named on the Course Application Form in Australian Dollars (AUD\$).
5. Refunds will be transacted by direct bank transfer or by cheque **not by cash.**

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## WORK PLACEMENTS AND WORKPLACE ASSESSMENT

Work Placement gives students the opportunity to develop practical job skills, such as interacting with people in a professional environment, developing communication skills, as well as an insight into particular job roles and responsibilities. Overall, students have found work placements enhanced their chances of getting a job and succeeding at it.

**As a mandatory part of this course,** students are required to attend a pre-arranged work placement. Cultural Immersion trainers or senior staff will assist students in arranging workplace placements. Workplace training and assessment is the gathering and evaluation of evidence during normal work activities in order to determine whether a required element within a competency has been achieved.

Workplace assessment is undertaken at work placements and will entail a combination of recognition, observation, questioning, discussion and third party validation. Placements must be unpaid work unless you are already employed in the industry.

All students must provide the relevant forms - completed and signed - before, during and after their work placement. Your trainer will go through the relevant forms with you. Workplace assessment is important to verify the successful demonstration of practical components of each required competency outcome. A qualified manager/supervisor from the work placement must sign the forms as validation.



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## Retail Fundamentals (SIR20207 Certificate II in Retail)



To gain competency you must complete a total of 15 units consisting of 6 core units and 9 elective units. All 15 course units are listed in the table on this page.

International students cannot enrol to undertake partial course or individual units.

### COURSE UNITS

CAMPUS & DELIVERY MODES	
<b>Campus:</b>	Cultural Immersion at Level 7 East Wing, 50 Grenfell St, Adelaide, South Australia
<b>Total Course:</b>	360 hours
<b>Weeks:</b>	19 weeks
<b>Days:</b>	Mondays 9am to 4pm Tuesdays 9am to 4pm Work Placement / Study time 6hrs per week
<b>Work Placement:</b>	56 hours minimum.
<b>Start Date:</b>	Contact Cultural Immersion's office
<b>End Date:</b>	Contact Cultural Immersion's office
<b>Mode:</b>	Classroom setting & workplace assessment. There will be an expectation that students will allocate a minimum of 6 hours per week for study or work placement.
<b>No Classes:</b>	Public Holidays

CORE UNITS	Course Code
Apply point of sale handling procedures	SIRXCCS001A
Apply safe working practices	SIRXOHS001A
Work effectively in a retail environment	SIRXIND001A
Communicate in the workplace	SIRXCOM001A
Minimise theft	SIRXRSK001A
Operate retail technology	SIRXICT001A
Organise and maintain work areas	SIRXCLM001A
Perform stock control procedures	SIRXINV001A
Interact with customers	SIRXCCS002A
ELECTIVES	Course Code
Sell products and services	SIRXSL001A
Apply retail food safety practices	SIRRFSA001A
Balance point-of-sale terminal	SIRXFIN001A
Create a display	SIRXMER005A
Merchandise products	SIRXMER001A

### MINIMUM ENTRY REQUIREMENTS

All students will be assessed for their level in English Proficiency. Students must attach certified documentation of their IELTS (or equivalent) results to their application for enrolment form.

**International Students or New Arrival Immigrants** have an additional English Proficiency Level Requirement of: IELTS 5 or TOEFL (PBT) Score 510 or TOEFL (CBT) Score 180 or TOEFL (IBT) Score 64.

### QUALIFICATIONS/CERTIFICATION

Successful completion provides you with the **Certificate II in Retail (SIR20207)**. Students who successfully complete only one or more units within this Qualification will receive a Statement of Attainment.

### SKILLS COVERED

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills.

Individuals with this qualification are able to perform roles, such as: providing product and service advice in a retail store; selling products and services in a variety of retail settings; telemarketing; operating a checkout area; preparing and selling fast food items; store, rotate and replenish food stock; checking stock and replenishing retail shelves; organising and maintaining work areas and displays.

### POTENTIAL OUTCOMES & JOB OPPORTUNITIES

Possible job titles include: sales assistant, customer service representative, crew member, merchandiser, checkout operator, telemarketer. This qualification would also benefit those participating in regular product "party" selling. Individuals may work with some autonomy or in a team but usually under close supervision.

This qualification is suitable for an Australian Apprenticeship pathway and is recognised Australia-wide. Delivery of the Certificate II in Retail would be appropriate for V.E.T. in Schools delivery.

**FOR ALL COURSE FEES AND COSTS PLEASE CONTACT US FOR A COURSE FEE SHEET**

