SIR30216 CERTIFICATE III IN RETAIL

FLEXIBLE STUDY WITH FULL SUPPORT FROM OUR FRIENDLY TEAM!

Course Snapshot

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

Duration:

12 Months (Traineeship)

Entry Requirements

It is a government requirement that students undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). For more information on USI's, go to: www.usi.gov.au

Students will also need the following to complete this course successfully:

- Access to a computer and the internet.
- Basic to intermediate computer literacy.
- Complete a language, literacy and numeracy test.
- The ability to communicate and follow instructions verbally or written in English.

REAL INDUSTRY OPPORTUNITIES

Speak with our Qualify Employment Mentors about opportunities in the retail industry!

CERTIFICATE III IN RETAIL

Course Units

Core units:

- SIRXCEG001 Engage the customer
- SIRXCEG002 Assist with customer difficulties
- SIRXCEG003 Build customer relationships and loyalty
- SIRXCOM002 Work effectively in a team
- SIRXIND001 Work effectively in a service environment
- SIRXRSK001 Identify and respond to security risks
- SIRXSLS001 Sell to the retail customer
- SIRXWHS002 Contribute to workplace health and safety

Elective units:

- SIRXCEG008 Manage disrespectful, aggressive or abusive customers
- SIRRINV001 Receive and handle retail stock
- SIRXHWB001 Maintain personal health and wellbeing

Additional Electives:

General Retail

- HLTINFCOV001 Comply with infection prevention and control policies and procedures
- CPPCLO3045 Clean high-touch surfaces

Food

- HLTNFCOV001 Comply with infection prevention and control policies and procedures
- SITXFSA001 Use hygienic practices for food safety

Delivery Mode

This course is designed to be accessible, flexible and to support your individual learning style. It includes:

- Interactive online eLearning
- Full trainer support and face-to-face sessions
- Practical workplace experience

Outcomes

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

- Frontline sales assistant
- Shop assistant

- Customer service representative
- Team leader

- Retail Supervisor
- Senior sales assistant