

SIR30216

Certificate III in Retail



This qualification is suited for individuals who are primarily responsible for engaging the customer, maintaining daily store operations and delivering organisational expectations.

Employment Opportunities

The completion of this qualification could lead to employment as a:

- Frontline sales assistant
- Retail supervisor
- Team leader
- Customer service representative
- Senior sales assistant

How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

Why study with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration

12-24 Months

Traineeship

Yes

Apprenticeship

No

Cost (approx.)

Fee for Service - \$3,150.00

Traineeship - \$1,500.00

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

Other Qualifications

BSB42015 Certificate IV in Leadership and Management

SIR40316 Certificate IV in Retail Management

Talk to our training specialists today or visit auscollege.edu.au

ABN 48 106 641 767

This document is current as at 16 March 2023



Qualification Outline

This qualification covers the skills and knowledge of a range of activities and functions required for a person to be responsible for supervising other team members and monitoring daily work operations.

To achieve a Certificate III in Retail (SIR30216), a total of **thirteen (13) units** of competency must be completed, including:

- **Eight (8) core units, plus five (5) elective units**

Unit Code	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
SIRXSL001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

Elective Units

- At least three (3) Elective Units must be chosen from the list below.
- Two (2) units may be selected from the list below or any other training package.
- Elective units chosen must be relevant to work role and industry requirement at an appropriate AQF level.

Unit Code	Elective Units
CHCDIV001	Work with diverse people
SIRXHWB001	Maintain personal health and wellbeing
SIRRFSA001	Handle food safely in a retail environment
SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRXMG001	Supervise and support frontline team members
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRRMER001	Produce visual merchandise displays
SIRRMER002	Merchandise food products
SIRRMER003	Coordinate visual merchandising activities
SIRXPDK002	Advise on food products and services
SIRRTF001	Balance and secure point-of-sale terminal
SIRWSLS002	Analyse and achieve sales targets
SIRWSLS003	Build sales of branded products
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SIRXIND005	Develop personal productivity