



Customised Training Pty Ltd

SIR30207

Certificate III in Retail

Course Overview

The Certificate III in Retail has been designed to provide participants with the latest skills and knowledge to expand their capabilities within the retail industry. This course will provide them with the attributes and knowledge to take more responsibility in the retail industry with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as speciality stores, supermarkets, department stores etc. Individuals may have some responsibility for others and provide specific coordination or support responsibilities with a store team.

Qualification

Upon successful completion of this course participants will be awarded the nationally recognised qualification Certificate III in Retail (SIR30207).

Course Requirements

10 units of competency must be completed including 3 core units 7 elective units. Between 5 and 7 electives must be selected from the Elective Units and a maximum of 2 electives may be selected from the Product Knowledge category and a maximum of 2 elective units may be selected from another endorsed Training Package within a Certificate III or IV qualification.

| CORE UNITS (Compulsory – choose (3) three units) | |
|---|---------------------------------------|
| Code | Unit Title |
| SIRXCCS003AA | Coordinate interaction with customers |
| SIRXOHS002A | Maintain store safety |
| SIRXRSK002A | Maintain store security |
| SIRXSLS004A | Build relationships with customers |

| ELECTIVE UNITS (Choose between 5 and 7) | |
|--|---|
| Code | Unit Title |
| Administration | |
| SIRXADM002A | Coordinate retail office |
| Client and Customer Service | |
| SIRXCCS003A | Coordinate interaction with customers |
| Finance | |
| SIRXFIN001A | Balance point-of-sale terminal |
| SIRXFIN003A | Product financial reports |
| Franchising | |
| BSBFRA301A | Work within a franchise |
| Food Safety | |
| SIRRFSA002A | Monitor food safety program |
| Human Resources Management | |
| TAAASS301A | Contribute to assessment |
| TAADEL301A | Provide training through instruction and demonstration of work skills |
| Computer Operations and ICT Management | |
| SIRXICT003A | Operate retail information technology systems |

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| ELECTIVE UNITS | |
|---------------------------------------|--|
| Code | Unit Title |
| Working in Industry | |
| BSBCMN301A | Exercise initiative in a business environment |
| BSBCMN304A | Contribute to personal skill development and learning |
| Inventory | |
| SIRXINV002A | Maintain and order stock |
| Management and Leadership | |
| SIRXMGT001A | Coordinate work teams |
| SIRXMGT002A | Maintain employee relations |
| Merchandising | |
| SIRXMER002A | Coordinate merchandise presentation |
| SIRXMER005A | Create a display |
| Marketing and Public Relations | |
| SIRXMPR001A | Profile a retail market |
| Product Knowledge | |
| SIRRRPK006A | Recommend liquor products |
| SIRRRPK007A | Recommend and fit clothing or footwear products and services |
| SIRRRPK008A | Recommend jewellery products and services |
| SIRRRPK009A | Recommend toddler and baby products |
| SIRRRPK010A | Recommend home and home improvement products and services |
| SIRRRPK011A | Recommend books or newsagency services |
| SIRRRPK012A | Recommend business and leisure products and services |
| SIRRRPK013A | Hire and sell video and DVD products and services |
| SIRRRPK014A | Recommend specialised products and services |
| SIRXRPK001A | Recommend health and nutritional products and services |
| SIRXRPK002A | Recommend hair, beauty and cosmetic products and services |
| Quality and Innovation | |
| SIRXQUA001A | Develop innovative ideas at work |
| Retail Food | |
| THHBFB09B | Provide responsible service of alcohol |
| THHBFB10B | Prepare and serve non-alcoholic beverages |
| THHBFB12B | Prepare and serve espresso coffee |
| THHBKA01B | Organise and prepare food |
| THHBKA03B | Receive and store kitchen supplies |
| Retail Post | |
| SIRRPOS004A | Handle customer interview and applications |
| Sales | |
| SIRXSLS001A | Sell products and services |
| SIRXSLS003A | Coordinate sales performance |
| SIRXSLS004A | Build relationships with customers |

The above elective units are a guide only. Our experienced and highly qualified training staff will be able to conduct a Training Needs Analysis and indicate elective units appropriate to the individual's vocational aspirations.

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Vocational Outcomes

Sales Representatives, Team Leader, Shift Manager, Department Manager, Assistant Store Manager, Checkout Supervisor, Customer Service Representative

Delivery Strategy

Customised Training offers a variety of delivery options including classroom based and on-the-job, allowing participants the freedom to complete this qualification at their own pace under the guidance of one of our trainers. Participants will also be required to complete written assessment tasks.

Prerequisites

Those wishing to gain entry into the Certificate III in Retail will be recognised as competent, through a recognised training program or recognition process such as Certificate II in Retail .

OR

Have sufficient relevant retail employment experience to equate to the above or indicate likely success at this level of qualification. A job role that involved the demonstrated application of the above competencies over an extended period, typically in the order of two years, would be a satisfactory indicator.

Learning Pathway

Customised Training encourages you to continue learning through either formal or informal pathways. Informal ways of learning include finding yourself a mentor, becoming a member of your industry association or participating in short courses. The formal pathway for this qualification is the Certificate IV in Retail Management (SIR40207) or you may want to consider a higher education degree or diploma. A helpful career website to refer to is www.myfuture.gov.au

Recognition of Prior Learning/ Recognition of Current Competency

Recognition of Prior Learning/ Recognition of Current Competency enable a participant to receive recognition for the current skills, knowledge and experience they possess regardless of where the learning was obtained. These skills can be gained from:

- Previous study
- Work experience
- General life experience
- Prior qualifications and/or results

RPL/RCC ensures the knowledge and skills previously gained are applied to the qualification criteria. RPL/RCC can assist in identifying what training may be required to complete the qualification, avoiding any unnecessary training.

Participants are encouraged to discuss possible RPL/RCC application prior to commencement of training

For more information, please contact CTCS today.

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