

# Retail Services

Diocese of Lismore Catholic Schools Limited 45649

## Certificate III in Retail - SIR30216

<b>Recognition</b>	Nationally recognised AQF Training Qualification
<b>Course Hours</b>	240 hours
<b>Course Type</b>	Board Developed *
<b>Duration</b>	2 years
<b>Unit Value</b>	2 unit Preliminary & 2 unit HSC
<b>Workplacement</b>	Mandatory
<b>School-based Traineeship possible</b>	Opportunity to complete a School-based Traineeship within the Retail Industry and gain credit towards the HSC

Certificate III in Retail Services provides students with the skills and knowledge to work in various retail store settings. With this qualification the student is 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
- Operating Point of Sale system
- Working as part of a team
- Checking stock, rotate and replenish retail shelves
- Organising and maintaining work areas, merchandising and building displays

### ASSESSMENT

Assessment strategies include:

- Observation
- Written tasks
- Integrated practical tasks
- Competency tests

### FURTHER STUDY

Certificate IV in Retail Management, Retail Management Diploma (SIR50112)

### PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Able to deal accurately with money
- Good communication skills
- Artistic/creative flair

### CAREER PATHWAYS

Sales Assistant, Retail Assistant (Community Pharmacy), Retail Assistant (Office), Sales Administrator, Supervisor, Trainer, Retail Store Manager.



To find out more scan the QR code to visit [newmancollege.live/courses/retail-services](https://www.newmancollege.edu.au/live/courses/retail-services)



For information on subject-specific costs scan the QR code to visit [newman.nsw.edu.au/fees-explained](https://www.newman.nsw.edu.au/fees-explained)

### Topics Studied Include...

- Contribute to workplace health and safety
- Organise and maintain the store environment
- Engage the customer
- Assist with customer difficulties
- Build customer relationships and loyalty
- Work effectively in a team
- Work effectively in a service environment
- Produce visual merchandise displays
- Identify and respond to security risks
- Receive and handle retail stock
- Follow point-of-sale procedures
- Balance and secure point-of-sale terminal
- Advise on products and services
- Sell to the retail customer

