

RETAIL SERVICES – Stage 6

SIR30216 Certificate III in Retail

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Students develop the required skills and knowledge required by 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. They work with some independence under limited supervision.

Students who successfully complete this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

This course is competency based and the student's performance is assessed against prescribed industry standards.

Unit Value	2 unit Preliminary 2 unit HSC	240 hrs	Work Placement	Mandatory 70 hours
Specialisation	No		SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
HSC Exam	Yes	ATAR	Yes	Recognition
				National AQF and HSC Qualification

Example of Competencies.

Unit Code	Unit Title	Unit Code	Unit Title
SIRXWHS002	Contribute to workplace health and safety	SIRXDPK001	Advise on products and services
SIRXIND002	Organise and maintain the store environment	SIRXSL001	Sell to the retail customer
SIRXCOM002	Work effectively in a team	SIRXSL002	Follow point-of-sale procedures
SIRXIND001	Work effectively in a service environment	SIRRRTF001	Balance and secure point-of-sale terminal
SIRXCEG001	Engage the customer	SIRXRSK001	Identify and respond to security risks
SIRXCEG002	Assist with customer difficulties	SIRRINV001	Receive and handle retail stock
SIRXCEG003	Build customer relationships and loyalty	SIRRMER001	Produce visual merchandise displays

PERSONAL ATTRIBUTES

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.

STUDY PATHWAYS

- Certificate IV in Retail Management
- Diploma of Visual Merchandising
- Certificate IV in Entrepreneurship and New Business

LEARNING OUTCOMES

- Build customer relationships and loyalty
- Work effectively in a team
- Work effectively in a service environment
- Identify and respond to security risk
- Contribute to workplace health and safety

CAREER PATHWAYS

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Frontline sales assistant
- Customer service representative
- Shop assistant
- Retail supervisor
- Merchandise coordinator
- Sales supervisor.

SKILLS FOR SUCCESS

