

# RETAIL

*Climb up the ladder  
in your Retail career*



**This qualification will allow you to develop skills in the retail industry working under limited supervision in organisations such as specialty stores, supermarkets, department stores and retail outlets.**

**This course covers essential skills such as:**

- Apply safe work practices
- Building customer relationships
- Communicating in the workplace
- Sell products and services

## SIR30216 Certificate III in Retail

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.

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

Individuals with 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.

### COURSE ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

Illawarra ITeC require students to have average english, reading and writing skills, or higher and should have completed Year 10 or above schooling, or have sound workplace written communication skills. Participants will be required to complete a Language, Literacy & Numeracy (LLN) Assessment prior to enrolment.

### UNITS OF STUDY

To be awarded a full qualification in Certificate III in Retail - SIR30216 you will need to be assessed as competent in 8 core plus 5 elective units of competency (13 units of competency). A Statement of Attainment will be issued for units deemed competent if a full qualification is not achieved.

### SIR30216 - Certificate III in Retail

UNIT CODE	UNIT NAME
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
SIRRRTF001	Balance and secure point-of-sale terminal
SIRRMER001	Produce visual merchandise displays
SIRXIND002	Organise and maintain the store environment
SIRRINV002	Control stock
SIRRINV001	Receive and handle retail stock



### Job Roles & Career Opportunities:

- Customer Service Assistant
- Sales Assistant
- Senior Sales Assistant
- Point-of-sale Operator

## **DELIVERY**

This course can be delivered as class based, mixed mode (workshops and distance/correspondence) and may also be eligible to be delivered as an on-the-job Traineeship, through VET in Schools or as a School Based Traineeship.

### **Recognition of Prior Learning (RPL):**

The skills, knowledge and experience you have gained from your previous learning, work experience and life in general may be taken into account. To apply for Recognition of Prior Learning in one or more units you must clearly show that you have the equivalent and relevant skills, knowledge and experience of the unit or group of units.

### **Credit Transfer:**

If you have successfully completed exactly the same unit of competency or a unit similar in content and outcome to one in your current course, your previous result may be transferred (Credit Transfer). Your assessor will decide whether you are able to receive an automatic Credit Transfer.

## **STUDENT SUPPORT**

The Illawarra ITeC is committed to ensuring that all students are offered:

- Practical and reasonable support to complete their qualification.
- Guidance on career paths.
- Training and Assessment that is flexible to meet clients needs.
- Students will receive regular support and assistance from their mentor or trainer.
- Language, Literacy and Numeracy (LLN) is assessed prior to beginning a course and students are offered support through learning and assessment that may include both internal support and referral to external support providers.

### **Unique Student Identifier (USI)**

It is a requirement that all students completing a nationally recognised VET Qualification or Statement of Attainment have a Unique Student Identifier (USI) prior to enrolment. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi>.

## **COURSE FEES**

Information about fees and charges will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees and clients of ITeC pay an agreed fee prior to commencement of the program.

Some students may be eligible for concession fees or a scholarship (under NSW Smart & Skilled).

The course is also offered on a fee for service basis for people that are not eligible for subsidies under a government funded program.

Refunds are made in accordance with Illawarra ITeC's Refund Policy and Procedure.

**Please contact ITeC and speak to one of our staff who will be able to provide further information regarding the course delivery and fees.**

**Illawarra ITeC**  
**Phone: 02 4223 3100**  
**Email: [itec@illawarraitec.com.au](mailto:itec@illawarraitec.com.au)**