

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.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification. Individuals may enter SIR30216 Certificate III in Retail with limited or no vocational experience and without a relevant lower level qualification.

OCCUPATIONAL NAMES

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

- Frontline retail team member
- Customer service team member
- Retail store second-in-charge
- Retail office team member
- Sales assistant

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- frontline communication in a retail environment
- assisting with customer difficulties
- building relationships and loyalty
- identifying and responding to security risks
- contributing to workplace health and safety
- working effectively with teams.

CAREER PATHWAY

After achieving SIR30216 Certificate III in Retail, individuals could progress to a wide range of other qualifications in the retail and customer service industries.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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COURSE OUTCOMES INTEGRATED WITH FOUNDATION SKILLS

Gain the skills required to:

Solve problems in the context of a team structure where after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending upon store policies and procedures

Positively accept and adapt to changes in procedure or arrangements at the store level

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Work within the store culture by practicing inclusive behaviour, effective management of personal presentation, hygiene and time; and the ability to efficiently prioritise and complete delegated tasks under instruction
Seek and share information with colleagues

Supporting other team members to service activities

Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects store values.
Seek information on new technologies

Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a retail customer service environment where employees are expected to perform individual tasks but also look for opportunities to assist others.

Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of store procedures

Plan daily work tasks and priorities within the context of the job role to achieve outcomes within set timelines

Use point-of-sale systems and/or select and use a range of other retail technology.

Seek feedback and guidance from supervisors



Delivery arrangements

This qualification can ideally be delivered over a minimum 11 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 1200 hours for volume of learning appropriate at Certificate III level. The qualification can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 12 hours of face-to-face group training sessions for Certificate III. In this way learners can learn from each other while being guided by the experienced facilitator.

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 1200 hours to complete the qualification in this format regardless; however, this is assuming that they are able to provide sufficient and current evidence.

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Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have an 13 session ideal structure for Certificate III however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1200 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

COURSE STRUCTURE

To achieve a Certificate III in Retail, 8 core units must be completed, along with 5 elective units. A minimum of 3 must be selected from the elective list below. A maximum of 2 additional units may be selected from below or any relevant package offered by Target Training. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

CORE UNITS

SIR30216 Certificate III in Retail - Units of Competency 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
- SIRXSLS001 Sell to the retail customer
- SIRXWHS002 Contribute to workplace health and safety

Elective Units

- CHCDIV001 Work with diverse people
- SITHFAB002 Provide responsible service of alcohol
- SIRRFSA001 Handle food safety in a retail environment
- SIRRINV001 Receive and handle stock
- SIRRINV002 Control stock
- SIRRMER001 Produce visual merchandising displays
- SIRRMER002 Merchandise food products
- SIRRMER003 Coordinate visual merchandising activities
- SIRRRTF001 Balance and secure point-of-sale terminal
- SIRXIND002 Organise and maintain the store environment
- SIRXIND003 Organise personal work requirements
- SIRXMKT001 Support marketing and promotional activities

Here are the learning outcomes for each unit....

Core Units

SIRXCEG001 - Engage the customer

1. Engage the customer
2. Assist customers
3. Contribute to a service culture

SIRXCEG002 – Assist with customer difficulties

1. Deal with customer complaints
2. Process refunds and exchanges
3. Deal with difficult customers
4. Provide feedback on customer service

SIRXCEG003 – Build customer relationships and loyalty

1. Develop relationships with customers
2. Generate customer loyalty

SIRXCOM002 – Work effectively in a team

1. Communicate with team members
2. Actively participate with retail teams

SIRXIND001 – Work effectively in a service environment

1. Source and use information on employment rights and responsibilities
2. Work within organisational requirements
3. Use effective work habits

SIRXRSK001 - Identify and respond to security risks

1. Identify potential security risks
2. Respond to security breaches
3. Report on security issues

SIRXSLS001 – Sell to the retail customer

1. Establish customer needs
2. Provide advise on products and services
3. Facilitate the sale of products and services

SIRXWHS002 – Contribute to workplace health and safety

1. Act safety in the workplace
2. Follow emergency procedures
3. Participate in workplace health and safety practices

ELECTIVE UNITS

CHCDIV001 – Work with diverse people

1. Reflect on own perspectives
2. Appreciate diversity and inclusiveness and their benefits
3. Communicate with people from diverse backgrounds and situations
4. Promote understanding across diverse groups

SITHFAB002 – Provide responsible service of alcohol

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify those whom alcohol must be refused
4. Refuse to provide alcohol

SIRRFSA001 – Handle food safely in a retail environment

1. Follow food safety program
2. Store and handle food safely
3. Maintain personal hygiene standards
4. Maintain equipment and work area

SIRRINV001 - Receive and handle retail stock

1. Maintain stock handling and storage areas.
2. Accept stock delivery.
3. Replenish stock levels.

SIRRINV002 – Control stock

1. Monitor stock receipt and dispatch
2. Maintain stock records
3. Process and follow up orders
4. Minimise stock losses
5. Co-ordinate stocktake or cyclical count



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SIRRMER001 - Produce visual merchandise displays

1. Prepare to produce visual merchandise display.
2. Display merchandise.
3. Maintain display.

SIRRMER002 – Merchandise food products

1. Prepare to produce food display
2. Display food products
3. Maintain food display

SIRRMER003 – Co-ordinate visual merchandising activities

1. Co-ordinate visual merchandising requirements
2. Supervise visual merchandise activities
3. Review impact of visual merchandising activities

SIRRRTF001 – Balance and secure point-of-sale terminal

1. Balance and secure takings
2. Reconcile takings

SIRXIND002 – Organise and maintain the store environment

1. Clean the store environment
2. Maintain the store environment

SIRXIND003 - Organise personal work requirements

1. Identify personal work requirements.
2. Complete personal work requirements.
3. Respond to changes in personal work requirements.

SIRXMKT001 – Support marketing and promotional activities

1. Confirm promotional and marketing activities
2. Communicate promotional and marketing activities
3. Support promotional and marketing programs

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