



SIR30216 CERTIFICATE III IN RETAIL

FLEXIBLE STUDY WITH FULL SUPPORT FROM OUR FRIENDLY TEAM!

Course Snapshot

The Qualify Certificate III in Retail course offers flexible study options while you build your customer engagement and store operation skills and knowledge. This qualification provides a pathway to work in retail-based roles including sales, customer service and shop assistant positions.

Delivered in a blended format with practical workplace application, our trainer and student support teams are dedicated to enhancing your learning experience and helping you achieve your course goals.

Course Delivery

Designed to be accessible, flexible and to support your individual learning style, learning modes include:

- Interactive online eLearning
- Full trainer support with access to individual sessions
- Live virtual workshops

Course options include:

- Blended – online with virtual workshops
- Traineeship

Duration:

Enrolment will be valid for up to 12 months

REAL INDUSTRY OPPORTUNITIES

Speak with our Qualify Employment Mentors about opportunities in the retail industry!

CALL QUALIFY TODAY! 1800 365 599 | WWW.QUALIFYTRAINING.COM.AU

EDGE WORKFORCE PTY LTD
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Supported by
**Government of
South Australia**





CERTIFICATE III IN RETAIL

Course Units

Semester 1:

- BSBPEF201 Support personal wellbeing in the workplace
- SIRXCOM002 Work effectively in a team
- SIRXIND001 Work effectively in a service environment
- SIRXWHS002 Contribute to workplace health and safety
- SIRXRSK001 Identify and respond to security risks
- SIRXIND005 Develop personal productivity

Semester 2:

- BSBSTR301 Contribute to continuous improvement
- SIRXCEG002 Assist with customer difficulties
- SIRRINV001 Receive and handle retail stock
- SIRXCEG001 Engage the customer
- SIRXCEG003 Build customer relationships and loyalty
- SIRXSLS001 Sell to the retail customer
- SIRRMER001 Produce visual merchandise displays

Entry Requirements

It is a government requirement that students undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). For more information on USI's, go to: www.usi.gov.au

Students will also need the following to complete this course successfully:

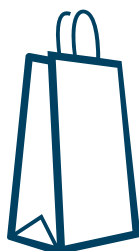
- Access to a computer and the internet.
- Basic to intermediate computer literacy.
- Complete a language, literacy and numeracy test.
- The ability to communicate and follow instructions verbally or written in English.

Outcomes

Upon completion of Certificate III in Retail students will have a large range of employment opportunities:



- Frontline sales assistant
- Shop assistant



- Customer service representative
- Team leader



- Retail Supervisor
- Senior sales assistant