



SIR30216

CERTIFICATE III IN RETAIL

How would
getting
qualified
make you
feel?



Certificate III in Retail will build your retail customer service skills and knowledge, leading to work pathways in a range of retail settings including specialty retailers, supermarkets, department stores and fast food restaurants.

This course is designed to be accessible, flexible, practical and support your individual learning style. It includes a combination of:



Interactive
online
eLearning



Monthly
virtual
workshops



Full
trainer
support

COST

Online Semester 1	\$495
Semester 2	\$495
Traineeship	\$2,995
Duration	12 months



JOB OPPORTUNITIES

- Frontline sales assistant
- Shop assistant
- Customer service representative
- Team leader
- Retail Supervisor
- Senior sales assistant



QUALIFY
EMPLOYMENT & TRAINING



NATIONALLY RECOGNISED
TRAINING



SIR30216 CERTIFICATE III IN RETAIL

SEMESTER 1

- Work effectively in a service environment (SIRXIND001)
- Support personal wellbeing in the workplace (BSBPEF201)
- Assist with customer difficulties (SIRXCEG002)
- Contribute to continuous improvement (BSBSTR301)
- Identify and respond to security risks (SIRXRSK001)
- Sell to the retail customer (SIRXSLS001)
- Contribute to workplace health and safety (SIRXWHS002)

SEMESTER 2

- Engage the customer (SIRXCEG001)
- Build customer relationships and loyalty (SIRXCEG003)
- Work effectively in a team (SIRXCOM002)
- Develop personal productivity (SIRXIND005)
- Receive and handle retail stock (SIRRINV001)
- Produce visual merchandise displays (SIRRMER001)

ENTRY REQUIREMENTS

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
- Obtain a unique student identifier (USI), for more information go to www.usi.gov.au