



Learn for Life

SIR30216 Certificate III in Retail

Progress your career in retail and develop your knowledge and skills to allow you to take on a supervisory role.



Duration:
12 - 24 months



Method:
Online, RPL



Payment:
Upfront, Pay Per Unit



Funding:
Certificate 3 Guarantee, User Choice

What can I expect?

This qualification will prepare you for a role in which you are responsible for taking on the day to day operations of a retail environment. You will understand product and service offerings well and apply this knowledge in the workplace where discernment is required.

The skills you gain are a broad knowledge of customer engagement, building loyal customer relationships, team collaboration, and sales processes that will become the foundation of meeting organisational expectations and impacting the business.

Career Pathway Potential



Sales Team Leader



Retail Assistant



Customer Service Representative



Team Leader

Qualification Structure

Total Number of Units: 13



8 Core Units



5 Elective units



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

SIRXWHS002

Contribute to workplace health and safety

SIRXSLS001

Sell to the retail customer

Elective Units:

SIRRMER001

Produce visual merchandise displays

BSBWOR204

Use business technology

SIRXSLS002

Follow point-of-sale procedures

SIRXIND002

Organise and maintain the store environment

SIRXIND003

Organise personal work requirements



Workplace Requirement

Not applicable

Entry Requirements:

Not applicable