COLLEGE AUSTRALIA

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:
6 - 12 months

Method:
Online, RPL

Payment:
Upfront,
Payment Plan

Funding:
Career Start

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

Nationally Recognised Training

Skills Assure
Proud to be a Queensland Government subsidised training provider

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

SIRXCOM001
Communicate in the workplace to support team and customer outcomes

SIRXIND002
Organise and maintain the store environment

SIRXIND003
Organise personal work requirements

Workplace Requirement

Not applicable

Entry Requirements:

Not applicable

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Visit our website ca.edu.au or call us on 07 3255 0506 for more information and current pricing. All information is correct at the time of printing. While every attempt is made to ensure that information is updated and accurate, some changes may occur without notice. V25.0

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