



SIR30207 - Certificate III in Retail

COURSE OUTLINE

Who is this program for?

The certificate III in retail is designed for employees in retail job roles. It provides skill reinforcement for non-complex roles.

Duration

The duration of the course is 12 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Cert II Retail – SIR20207.

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

10 units of competency must be completed. There are 3 compulsory core units, and then seven units can be chosen from the elective units. Of those elected units, no more than two can be selected from the Product knowledge functional category, and no more than two can be selected from another endorsed or accredited program.

Qualification

At the completion of all units of competency, participants will be awarded with a certificate III in retail (SIR30207).

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Sales assistant, customer service representative, crew leader, shift manager, team leader, department manager, assistant store manager, checkout supervisor or merchandise coordinator.

Who can I contact for more information?

traineeships@changenetwork.com.au

CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
SIRXOHS002A	Maintain store safety	This unit is based on the National Occupational Health and Safety Commission (NOHSC) guidelines and describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment.
SIRXRSK002A	Maintain store security	This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment. It involves implementing store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.
SIRXCCS003A	Coordinate interaction with customers	This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team.

ELECTIVE UNITS (Choose 7)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
SIRXFIN001A	Balance point-of-sale terminal	This unit describes the performance outcomes, skills and knowledge required to balance a register or terminal in a retail environment. It involves clearing the register, counting money, calculating non-cash transactions and reconciling takings.
SIRXINV002A	Maintain and order stock	This unit describes the performance outcomes, skills and knowledge required to maintain and order stock in a retail environment. It involves monitoring receipt and dispatch of goods, maintaining stock records, coordinating stocktake, identifying stock losses, processing orders and following up on orders.
SIRXMER005A	Create a display	This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business.
SIRXSLS001A	Sell products and services	This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

SIRXCCS003A	Coordinate interaction with customers(if not selected in core)	This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team.
SIRXSLS004A	Build relationships with customers (If not selected in core)	This unit describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations.
BSBFRA301B	Work within a franchise	This unit describes the performance outcomes, skills and knowledge required to work within a franchise to contribute to the successful operation of the business within a framework of compliance requirements.
SIRXADM002A	Coordinate retail office	This unit describes the performance outcomes, skills and knowledge required to coordinate a retail office. It involves maintaining office procedures, processing data in response to information requests, composing reports and correspondence, maintaining recording and filing systems and maintaining digital storage media and computer filing systems.
SIRXICT003A	Operate retail information technology systems	This unit describes the performance outcomes, skills and knowledge required to use and apply store information technology systems in a retail environment. It involves demonstrating knowledge of the hardware and software in use, editing and updating information and solving problems in relation to hardware and software.
SIRXFIN003A	Produce financial reports	This unit describes the performance outcomes, skills and knowledge required to produce financial reports in a retail environment. It involves entering payment summaries into journals, reconciling accounts to balance, preparing bank reconciliations, and receiving and documenting payments and takings. It also involves dispatching statements to debtors, dispatching payments to creditors and preparing financial reports.
SIRXMER002A	Coordinate merchandise presentation	This unit describes the performance outcomes, skills and knowledge required to supervise sales and other staff implementing and maintaining displays according to store merchandising standards.
SIRXMGT001A	Coordinate work teams	This unit describes the performance outcomes, skills and knowledge required to coordinate work teams in a retail environment. It involves monitoring and organising staffing levels, informing team members of expected standards of work, coaching and motivating the team and maintaining staffing records.
SIRXMGT002A	Maintain employee relations	This unit describes the performance outcomes, skills and knowledge required to maintain employee relations. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures.

SIRXMPR001A	Profile a retail market	This unit describes the performance outcomes, skills and knowledge required to profile a retail market.
SIRXQUA001A	Develop innovative ideas at work	This unit describes the performance outcomes, skills and knowledge required to systematically generate and develop innovative ideas in the workplace.
SIRXSL003A	Coordinate sales performance	This unit describes the performance outcomes, skills and knowledge required to implement and monitor adherence to sales policies and procedures, and monitor the achievement of sales targets.
SIRRFSA002A	Monitor food safety program	This unit describes the performance outcomes, skills and knowledge required to monitor the implementation of a food safety program across an entire process within a retail food store or department and providing support and guidance to frontline team members.