

Certificate III in Retail

"I turned my love of shopping into a career, this course showed me that opportunity."

About the course

This SIR30216 Certificate III in Retail reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations.

Duration: Classroom Based - 40 weeks

Traineeships QLD: Full Time - 24 months

Part Time - 48 months

School Based - 48 months

This course includes

- How to sell products and services
- Engaging with the customer, assisting with customer difficulties and building customer relationships
- Understanding and operating retail technologies
- Understanding store safety and procedures.

Entry requirements

No entry requirements for this qualification
Students should have ACSF level 3 written and spoken English and numeracy to be able to meet the foundational skills requirements.

Where to from here?

Job prospects from this qualification include, specialty retailers, supermarkets, department stores and quick service restaurants in roles such as Sales Assistant, Customer Service Representative, Shop Assistant, Retail Supervisor, Team Leader and Senior Sales Assistant.

Training for You

To find out more about our courses and how we can help you on your journey contact us at the below:

Phone 1800 021 560

Email info@maxsolutions.edu.au

Web maxsolutions.com.au/training

maxsolutions.com.au/training

Follow us on [Facebook.com/maxsolutionsau](https://www.facebook.com/maxsolutionsau)

MAX Solutions (RTO: 0667)



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Recognition of Prior Learning (RPL) and Credit Transfers (CT)

Learners will be provided information about RPL and Credit Transfers prior to or upon enrolment and can discuss their application with their Trainer.

You can learn more about the RPL process at www.maxsolutions.com.au/training

Unique Student Identifier (USI)

All students undertaking Nationally Recognised Training in Australia will need to have a USI, Unique Student Identifier.

You will need your USI in order to apply to enrol for training.

Visit www.usi.gov.au for more information.

Units of Competency

Semester 1 Weeks 1 - 15

- SIRXWHS002 Contribute to workplace health and safety
- SIRXCOM002 Work effectively in a team
- SIRXIND001 Work effectively in a service environment
- SIRXCEG001 Engage the customer
- SIRXIND004 Plan a career in the retail industry
- SIRXIND003 Organise personal work requirements
- SIRXSLS001 Sell to the retail customer

Semester 2 Weeks 16 - 30

- SIRXCEG002 Assist with customer difficulties
- SIRRRTF001 Balance and secure point of sale terminal
- SIRXCEG003 Build customer relationships and loyalty
- SIRXIND002 Organise and maintain the store environment
- SIRXRSK001 Identify and respond to security risks
- SIRRMER001 Produce visual merchandise displays

Semester 3 Weeks 31 - 40

- 120 hours of vocational placement
- Finalise assessment portfolios

Please note that semester breakdowns apply to Classroom based learning only.

More Information

For delivery locations, online learning, funding information, further courses and information on our policies and procedures, please visit our website or contact our team.

Phone 1800 021 560

Email info@maxsolutions.edu.au

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