

SIR30216 Certificate III in Retail

The nationally recognised **SIR30216 Certificate III in Retail** will give you a great introduction to the dynamic world of retail, arming you with the skills and knowledge to engage the customer, maintain daily store operations, and deliver on organisational expectations.

You'll learn how to communicate product information, work effectively in a team environment, use retail technology, and build customer loyalty. Retail workers are dedicated and patient, with exceptional communication and people skills – which are must have skills in any job and industry!

Learning Pathway

We have put together an awesome learning pathway to prepare you for a successful career in retail. Together with creative and easy to use worksheets, you'll be immersed into a variety of simulated environments and navigate through activities designed to get you practicing on-the-job performance and behaviour.

Units are grouped into logical batches to ensure you get the most out of the course.

Semester 1	Contributing to WHS and security	
	CLUSTER: SIRXWHS002 SIRXRSK001 Contribute to workplace health and safety Identify and respond to security risks	
Semester 1	Working in a retail environment	
	BSBPEF301 Organise personal work priorities	CHCDIV001 Work with diverse people
	CLUSTER: SIRXIND001 SIRXCOM002 Work effectively in a service environment Work effectively in a team	
Semester 2	Developing customer relationships	
	CLUSTER: SIRXCEG002 SIRXCEG003 Assist customers with difficulties Build customer relationships and loyalty	CLUSTER: SIRXSLS001 SIRXCEG001 Sell to the retail customer Engage the customer
	SIRXCEG006 Provide online customer service	
Semester 2	Supporting retail marketing activities	
	BSBSTR401 Promote innovation in team environments	SIRXMKT001 Support marketing and promotional activities



Delivery

- 100% online customised learning experience.
- Our short, well-structured lessons are beautifully and visually presented, making them easy to follow and understand. They include useful job aids and videos that help explain concepts.
- All course resources are designed for you to access on the go. That means if you're out and about, on the train or bus, at the park or beach, you can access course materials on your tablet or smartphone.
- But that's not all! To give you a competitive edge, you'll have access to job-readiness short courses which will build and enhance the skills necessary to work in a variety of roles.

Duration

- Enrolment valid for 12 months.

Equipment and resources

You'll need access to the following equipment to complete this course.

- Computer with internet access
- Device with in-built camera, for example a smartphone
- Software packages, such as Microsoft Word, Excel, PowerPoint (or similar)
- Adobe Acrobat Reader

Getting started

Speak with your Employment Consultant for assistance with your enrolment.

Why study with us?

- Engaging and immersive learning experience.
- Dedicated and passionate student mentor team.
- Our fully integrated learning management system helps you keep track of where you're at and enables us to identify if you need additional support.

Outcome

The successful achievement of this Qualification requires you to complete all units and assessments. Assessments include written responses, scenarios and role plays. A Certificate of Competency will be issued once all completed units and assessments have been marked and have met all assessment requirements.

Employees in nearly every industry need strong service skills. Some roles this course will prepare you for include:

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

