

## SIR30216 Certificate III in Retail

### Overview:

This qualification reflects the role of individuals working in retail operations. They may work in various retail store settings, including supermarkets, department stores, specialty stores, and retail fast food outlets.

Individuals at this level work as part of a retail team to build customer relationships, maintain store safety, and communicate effectively to support the team and customer outcomes. They are competent workers within a customer service environment and can effectively sell products and services. They may be able to recommend specialty products within the workplace.

### Course delivery & structure:

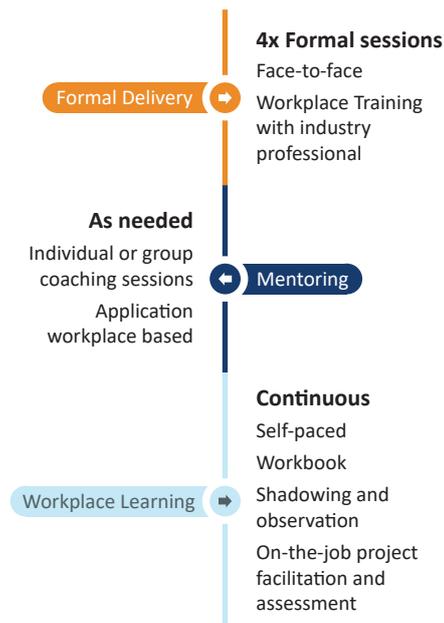
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the SIR30216 Certificate III in Retail, students are required to complete a total of thirteen (13) units of competency, comprising of:

- 8 core units, and;
- 5 elective units, of which:
  - a minimum of 3 units must be from the elective units listed over page;
  - a maximum of 2 units may be selected from any relevant Training Package or accredited course at Certificate III and IV levels.

### Delivery Mode:



This nationally recognised qualification is delivered by Flexible Training Solutions RTO ID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

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### Duration:

This program is typically delivered over 12-24 months.



### Projects:

We believe to get the most out of a program, training should be applicable to a trainees job role. Projects directly impact and relate to your business.



### Workplace mentors:

a workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



**For more information or to get started visit**  
[www.flexibletrainingsolutions.com.au](http://www.flexibletrainingsolutions.com.au)

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### 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
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

### Elective Units

SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRXMGT001	Supervise and support frontline team members
BSBMKG401	Profile the market
SIRRMER001	Produce visual merchandise displays
SIRRMER003	Coordinate visual merchandising activities
SIRRRTF001	Balance and secure point-of-sale terminal
SIRWSLS002	Analyse and achieve sales targets
SIRWSLS003	Build sales of branded products
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SIRXIND005	Develop personal productivity

For more information contact us directly

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