

# 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, service stations 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.

## Delivery and 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:

### Retail

- 8 core units
- 5 elective units\*

\*Certificate III in Retail courses may contain up to 2 imported electives from any other qualification where it is relevant to job role and that FTS is able to deliver on.

## SIR30216 Certificate III in Retail



### Duration:

This course is typically delivered over 9 - 24 months



### Projects:

We believe that to get the most out of a training program, training should be applicable to the trainee's 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.



## Delivery Mode

Formal Delivery →

Mentoring →

Workplace Learning →

### Formal Sessions

- Workplace-based
- face to face
- online
- correspondence
- blended

### As needed

Individual or group coaching sessions

Application workplace based

### Continuous

Self paced

Workbook or online

Shadowing and observation  
On-the-job project facilitation and assessment

This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 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.

# Certificate III in Retail

The Certificate III in Retail is quite a directed qualification with eight core units, but still remains customisable with electives and inputs. The below are units most commonly requested for retail personnel but FTS can also deliver more specialised units on request.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work using the Import rules on the front page. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited to online/correspondence as a result.

## Core Units (complete all)

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

## Electives (min. 3)

SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRXMGT001	Supervise and support frontline team members
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



Published enrolment fees are available to view on our website at:

<https://flexibletrainingsolutions.com.au/funding/wa-jobs-and-skills-wa/>

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NATIONALLY RECOGNISED  
TRAINING

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