

AQF CODE SIR30216

COURSE CODE SIR30216

COURSE TYPE Qualification

## Certificate III in Retail

### OVERVIEW

This qualification is for you if you are undertaking a Traineeship in Certificate III in Retail and have the primary responsibility of engaging the customer, maintaining daily store operations, and delivering on organisational expectations. You will have a sound knowledge of product and service offerings. You will have a range of well-developed skills where discretion and judgement is required, and work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

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## LEARNING OUTCOMES

- Safety in the workplace
- Inventory management
- Technology in the workplace
- Product knowledge and selling
- Customer relationships
- Analyse sales figures
- Visual merchandising
- Leadership and supervision
- Organise and maintain work areas
- Perform stock control procedures
- Maintain store security
- Maintain store safety
- Promote loyalty programs
- Sell products and services
- Build relationships with customers
- Coordinate interaction with customers
- Coordinate work teams
- Maintain employee relations
- Analyse and achieve sales targets
- Coordinate sales performance

## COMPULSORY 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  
SIRRINV001 Receive and handle retail stock  
SIRXMKT001 Support marketing and promotional activities  
SIRRMER001 Produce visual merchandise displays  
SIRRRTF001 Balance and secure point-of-sale terminal  
SIRXIND002 Organise and maintain the store environment

## CERTIFICATION

By successfully completing this course you will receive an AQF Qualification

## CAREERS

- Sales assistant
- Customer service representative
- Crew leader
- Shift manager
- Team leader
- Department manager
- Assistant store manager
- Checkout supervisor
- Merchandise coordinator

## DELIVERY METHODS

- Traineeship – Teaching and assessment will be required to be conducted as part of a traineeship

## LOCATIONS

- McKoy Street, Wodonga Vic (Main campus)

## DURATION

12 months

## DELIVERY SCHEDULE

Individual training plans are developed in consultation with your employer. You can enrol in this course anytime throughout the year - contact us now!

## REQUIREMENTS

No entry requirements

## FEES

Government Funded \$593.00 (Tuition \$593.00, Materials \$0.00)

Fee For Service \$1,975.00 (Tuition \$1,975.00, Materials \$0.00)

## FEES ADDITIONAL INFORMATION

Funding made available to eligible individuals by State and Commonwealth Governments. If funding is utilised, this may affect future opportunities to access additional funding in the future. For more information see 'Fee information and eligibility' under the 'Apply Now' tab on the Wodonga TAFE website.

## HOW TO APPLY

This course is for Retail Trainees only. Please contact our Customer Service team if you would like to discuss Traineeship opportunities with our Service Industries department.

## PATHWAYS

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

## WHEN YOU CAN ENROL

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