

# SIR30216 CERTIFICATE III IN RETAIL



## OVERVIEW

This qualification reflects the role of individuals to work in the retail industry. To develop and build a broad range of knowledge and skills to interact with customers, work in a team, resolve problems, using sales techniques and meeting organisational expectations in New South Wales. This course can be delivered in a flexible program of classroom training and self-paced learning activities.

## QUALIFICATION CONTENT

The wide range of units provides participants with the knowledge and the specialist skills required to work efficiently and effectively in any retail environment. Participants will need to complete twelve units (12) of competency, eight (7) core units and five (5) elective units for this qualification. Please see the next page for our standard SIR30216 Certificate III in Retail program.

### Entry Requirements:

There are no entry requirements for this qualification. Students will be required to provide their USI and undergo a language, literacy and numeracy test.

### Pre enrolment:

ARC Training has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

### Where will the training take place?

Training and assessment is conducted:

**Classroom:** Training and assessment takes place in a classroom and involves discussions and presentations.

**Self-directed learning:** Further study and assessment activities are done by participants in their own time.

**Assessment:** Assessment will be carried out throughout the duration of the qualification. The ways in which assessment activities are conducted may include written/oral questioning, projects, observations and third party reports.

### How long will the program run?

Students have up to 12 months to complete the course.

### Possible job roles

- Customer service assistant
- Retail assistant
- Visual merchandiser

### How much will it cost?

**Funded Training:** funding may be available for eligible participants under the NSW Smart and Skilled Program. This training is subsidised by the NSW Government.

To be eligible for a subsidised place, you must be:

- an Australian Citizen, Australian Permanent Resident, Humanitarian Visa Holder or NZ Citizen
- 15 years old or over
- Living or working in NSW
- No longer be at school or equivalent.

There are compulsory student fees that must be paid. Some students may be fee exempt.

### Total student fee:

Exemption \$0  
Concession \$240  
First Qualification \$1,450  
Second Qualification \$1,750

## SIR30216 CERTIFICATE III IN RETAIL

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### CORE

<b>SIRXCEG001</b>	Engage the customer
<b>SIRXCEG002</b>	Assist with customer difficulties
<b>SIRXCEG003</b>	Build customer relationships and loyalty
<b>SIRXCOM002</b>	Work effectively in a team
<b>SIRXIND001</b>	Work effectively in a service environment.
<b>SIRXRSK001</b>	Identify and respond to security risks
<b>SIRXSLS001</b>	Sell to the retail customer

02

### ELECTIVE

<b>SIRXIND002</b>	Organise and maintain the store environment
<b>SIRWSLS002</b>	Analyse and achieve sales targets
<b>SIRRMER001</b>	Produce visual merchandise displays
<b>SIRXIND003</b>	Organise personal work requirements
<b>CHCDIV001</b>	Work with diverse people

*Please note: electives may change, depending on organisational and student needs.*

### Why participate in training?

- ✓ To receive a nationally recognised qualification.
- ✓ To further develop your career.
- ✓ To formalise your skills and knowledge.
- ✓ To learn to perform your job easier and better.

### Learning Support

Students to have access to a Trainer/Assessor and the Student Services team to provide course and assessment support.