

SIR30207

## CERTIFICATE III IN RETAIL

This qualification provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

### ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

### DURATION

12 - 24 Months

### PRICE

\$1700

### QUALIFICATION RULES

To achieve a Certificate III in Retail, 10 units must be completed comprising:

- all 3 core units
- 7 elective units

A minimum of 5 elective units must be selected from the Elective Units listed below. A maximum of 2 of these electives may be selected from the Product Knowledge functional category.

A maximum of 2 elective units may be selected from another endorsed Training Package. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package.

Elective units must be additional to those already counted towards a lower level qualification within this Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

### CORE UNITS

SIRXOHS002A Maintain store safety  
SIRXRSK002A Maintain store security

### Plus

SIRXCCS003A Coordinate interaction with customers  
or  
SIRXSLS004A Build relationships with customers

### GENERAL ELECTIVE UNITS

#### Administration

SIRXADM002A Coordinate retail office

#### Client and Customer Service

SIRXCCS003A Coordinate interaction with customers

#### Finance

SIRXFIN001A Balance point-of-sale terminal  
SIRXFIN003A Produce financial reports

#### Franchising

BSBFRA301A Work within a franchise

#### Food Safety

SIRRFSA002A Monitor food safety program

#### Human Resources Management

TAAASS301A Contribute to assessment  
TAADEL301A Provide training through instruction and demonstration of work skills

#### Computer Operations and ICT Management

SIRXICT003A Operate retail information technology systems

#### Working in Industry

BSBCMN301A Exercise initiative in a business environment  
BSBCMN304A Contribute to personal skill development and learning

#### Inventory

SIRXINV002A Maintain and order stock

#### Management and Leadership

SIRXMGTO01A Coordinate work teams  
SIRXMGTO02A Maintain employee relations

**GENERAL ELECTIVE UNITS cont...**

**Merchandising**

- SIRXMERO02A Coordinate merchandise presentation  
SIRXMERO05A Create a display

**Marketing and Public Relations**

- SIRXMPRO01A Profile a retail market

**Product Knowledge**

- SIRRRPK006A Recommend liquor products  
SIRRRPK007A Recommend and fit clothing or footwear products and services  
SIRRRPK008A Recommend jewellery products and services  
SIRRRPK009A Recommend toddler and baby products  
SIRRRPK010A Recommend home and home improvement products and services  
SIRRRPK011A Recommend books or newsagency services  
SIRRRPK012A Recommend business and leisure products and services  
SIRRRPK013A Hire and sell video and DVD products and services  
SIRRRPK014A Recommend specialised products and services  
SIRXRPK001A Recommend health and nutritional products and services  
SIRXRPK002A Recommend hair, beauty and cosmetic products and services

**Quality and Innovation**

- SIRXGUA001A Develop innovative ideas at work

**Retail Food**

- THHBKA01B Organise and prepare food  
THHBKA03B Receive and store kitchen supplies  
THHBFB09B Provide responsible service of alcohol  
THHBFB10B Prepare and serve non-alcoholic beverages  
THHBFB12B Prepare and serve espresso coffee

**Retail Post**

- SIRRPOS004A Handle customer interviews and applications

**Sales**

- SIRXSL001A Sell products and services  
SIRXSL003A Coordinate sales performance  
SIRXSL004A Build relationships with customers