

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

\$2000

### 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