

SIR30216

## Certificate III in Retail



### Capitalise on an industry with more career opportunities:

Our interactive course gives job seekers a qualification and entry into an industry rich with career opportunities and pathways.

### Our Course Covers:

- How to build customer relationships and loyalty
- Selling to the retail customer and assisting with any difficulties
- How to produce visual merchandise displays

### This course leads to jobs such as:

- Sales Assistant
- Customer Service Assistant
- Point-of-Sale Operator

### Intakes:

- Weekly

### Course Duration:

Up to 40 weeks. You can fast track your course in a shorter time frame (dependent on student's skills and knowledge)

### Course Delivery

- This is an online course
- Work experience required for assessment purposes (approximately 80 hours)

### Student Support Services offered:

- Dedicated Trainers to help with training and assessment
- Access to iLearn – our 24/7 learning management system
- Access to online Language Literacy and Numeracy testing and tools to help with proficiency skills if required
- Free access to employment assistance through Joblinx
- Opportunities to collaborate online with peers

### Outcome:

Upon successful completion of all units, students will be awarded a nationally recognised Certificate for SIR30216- Certificate III in Retail

### Course Structure

The table below provides an outline of how the course is structured.

Unit Code	Unit Name
SIRXWHS002	Contribute to workplace health and safety
SIRXMKT001	Support marketing and promotional activities
SIRXIND001	Work effectively in a service environment
SIRXSLS001	Sell to the retail customer
CHCDIV001	Work with diverse people
SIRRINV001	Receive and handle retail stock
SIRXCOM002	Work effectively in a team
SIRXCEG003	Build customer relationships and loyalty
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXIND003	Organise personal work requirements
SIRXIND005	Develop personal productivity
SIRXRSK001	Identify and respond to security risks

All courses are subject to change and availability.