

# SIR30216 CERTIFICATE III IN RETAIL

(RELEASE 3)

This Certificate III in Retail qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement are required. They 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.



## DELIVERY

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

## DURATION

Flexible study options with enrolments being valid for up to 12 months.

Work placement of **90** hours is a requirement of this qualification.

## EMPLOYMENT

Career Pathways within this industry include:

- Customer Service Assistant
- Retail Supervisor
- Sales Representative
- Team Leader

# UNITS OF COMPETENCY

Our program is structured with the following units of competency:

## SEMESTER ONE

BSBOPS304 Deliver and monitor a service to customers  
BSBPEF301 Organise personal work priorities  
SIRXIND001 Work effectively in a service environment  
SIRXCEG001 Engage the customer  
SIRXCEG002 Assist with customer difficulties  
SIRXCEG003 Build customer relationships and loyalty  
SIRXCOM002 Work effectively in a team

## SEMESTER TWO

SIRXSLS001 Sell to the retail customer  
SIRXRSK001 Identify and respond to security risks  
SIRXWHS002 Contribute to workplace health and safety  
SIRXIND002 Organise and maintain the store environment  
SIRXIND003 Organise personal work requirements  
SIRRINV001 Receive and handle retail stock

## ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via [www.usi.gov.au](http://www.usi.gov.au)

Students will also require:

- Access to a computer, tablet or smartphone
- Personal email address
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Access to the MS Office suite (or equivalent)
- Motivation and capability to study course material and complete assessment activities

## GETTING STARTED

Give us a call on 1300 471 660, email us on [admin@keyinstitute.com.au](mailto:admin@keyinstitute.com.au) or visit our website [keyinstitute.com.au](http://keyinstitute.com.au) today.