



Workplace
Training
Specialists

SIR30207 Certificate III in Retail

The Certificate III in Retail 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.

Job Roles

Individuals with this qualification are able to perform roles, such as:

- providing in-depth product and service advice in a retail environment
- selling products and services in variety of retail settings
- supervising a checkout area
- leading a team preparing and selling fast food items
- leading a department team within a large store or supermarket
- acting as an assistant to a manager of a small to medium store
- organising and maintaining work areas and displays
- carry out specific responsibilities, such as merchandising.

Length of study

Total nominal hours:	210-360 hrs
Avg. Contact time:	12 hrs/month
Avg. Research time:	16 hrs/month
Full time duration:	12 months
Part-time duration:	15-18 months

Cost of Course

\$2000

Option 1

Pay now and receive a 10% discount

Option 2

Pay in 2 six monthly payments

Online Delivery

Online delivery provides a very flexible way to study. It means that you can learn at anytime, any place and Internet based classroom means you still have contact with your trainers.

Upon enrolment you will be provided with course materials for each unit and you will be able to work through them in your own time. In addition you will receive the following support:

- Regular contact with trainer via email
- Scheduled Internet based classroom session
- Contact via phone, email and Skype
- Assessment of each unit upon completion

The course has been designed and developed to be studied online to enable people currently employed to participate and for others living in non-local areas to remove the cost of travel and accommodation associated with regular classroom tuition

The course materials will be made available via post and through access to a learning management system, where you will also be able to submit assignment work for assessment by your trainer.

Head Office

PO Box 1256

BERRI, South Australia, 5343

Telephone: (08) 8582 3658

Fax: (08) 8582 3662

Email: admin@r-m-t.com.au



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Course structure

Total number of units = 10, made up of 3 core units plus, 7 elective units

Core Units

Unit code	Unit name	Description
SIRXOH5002A	Maintain store safety	This unit is based on the National Occupational Health and Safety Commission (NOHSC) guidelines and describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment.
SIRXRSK002A	Maintain store security	This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment. It involves implementing store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.
SIRXCCS003A OR	Coordinate interaction with customers	This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team.
SIRXSL5004A	Build relationships with customers	It describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations.

Elective Units

Elective can be chosen from a variety of streams. Discuss these further with your trainer to select the units best for your job role

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Registration of Interest Certificate III in Retail

Name

Address

Phone

Mobile

Email

Details of Training Qualifications completed

Study intentions

Study reasons

Employer support

Do you have internet access at work and at home

If yes, what type of internet access do you have

Other information: