

Certificate III in Retail Operations

SIR30212



NATIONALLY RECOGNISED
TRAINING
National Training Provider 31983



Certificate III in Retail Operations

Qualification description

This qualification provides the skills and knowledge for an individual to be competent in retail operations. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. . The qualification is suitable for an Australian apprenticeship pathway.

Individuals with this qualification are able to perform roles such as to provide in-depth product and service advice in a retail environment; sell products and services in a variety of retail settings; service the point-of-sale area; organise and maintain work areas and displays and carry out specific responsibilities, such as merchandising.

Training requirements

To achieve the SIR30212 Certificate III in Retail Operations, 14 units must be completed. This is made up of all 6 Core units, plus a total of 8 Elective units. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you. All elective units are additional to those already counted towards in a lower level qualification. See entry requirements below.

Entry requirements

To undertake this qualification, individuals will have previous retail experience in roles, such as:

- applying point-of-sale handling procedures
- interacting with customers
- operating retail technology
- performing stock control procedures
- applying safe work practices
- communicating in the workplace
- minimising theft

Examples of evidence of retail experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail operational experience.

Location

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

Course duration

This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

Enrolments

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions call Brisbane Business & Hospitality Training on 07 31179722 or 0409890298 or email info@bbht.com.au for details. Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training. This is available on our website (www.bbht.com.au).

Delivery modes

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

Course fees

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course. Possible Government Incentives may be available. Please contact your local Australian Apprenticeship Centre for details.



Mandatory CORE UNITS

Communicate in the workplace to support team and customer outcomes
Work effectively in a customer service environment
Sell products and services
Build relationships with customers
Apply safe work practices
Maintain store safety

Plus Followed By 8 Elective Units

Suggested elective units

Administration

Coordinate retail office

Cleaning and Maintenance

Organise and maintain work areas

Client and Customer Service

Apply point-of-sale handling procedures
Interact with customers
Promote loyalty programs
Coordinate interaction with customers

Communication

Communicate with customers using technologies

Computer Operations and ICT Management

Operate retail technology
Operate retail information technology systems

Finance

Produce financial reports
Balance and secure point-of-sale terminal

Food Safety

Monitor food safety program

Inventory

Perform stock control procedures
Maintain and order stock

Management and Leadership

Coordinate work teams
Maintain employee relations

Marketing and Public Relations

Profile a retail market

Merchandising

Plan, create and maintain displays
Coordinate merchandise presentation
Present products

Product Knowledge

Recommend liquor products
Recommend and fit clothing or footwear products and services
Recommend jewellery products and services
Recommend toddler and baby products
Recommend home and home improvement products and services
Recommend books or newsagency services
Recommend business and leisure products and services
Hire and sell video and DVD products and services
Recommend specialised products and services
Recommend health and nutritional products and services
Recommend hair, beauty and cosmetic products and services

Quality and Innovation

Develop innovative ideas at work

Retail Food

Provide responsible service of alcohol

Retail Post

Handle customer interviews and applications

Risk Management and Security

Minimise loss

Sales

Build sales relationships
Process product and service data
Analyse and achieve sales targets
Build sales of branded products
Advise on products and services
Coordinate sales performance

Other Quality Training Programs offered by BBHT

- Certificate II in Hospitality
- Certificate III in Hospitality
- Certificate IV in Hospitality
- Diploma of Hospitality
- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail
- Certificate IV in Training and Assessment
- Certificate II in Security

Short Courses Programs on offer include

- Responsible Service of Alcohol
- Responsible Gambling Services
- Responsible Management of Licensed Venues
- Customer Liaison Officer Training Program
- Food Safety
- Food Safety Supervisor
- Coffee Making (Barista)
- Introduction to Bar Operations
- Introduction to Gaming Operations
- Introduction to Accommodation Housekeeping
- Custom Made Programs
- First Aid Course

