

Certificate III in Retail

SIR30216

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 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. Possible job titles include sales assistant, senior sales assistant, customer service assistant, point-of-sale operator.



TRAINING REQUIREMENTS

To achieve the SIR30216 Certificate III in Retail, 13 units must be completed. This is made up of all 8 Core units, plus a total of 5 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.

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.

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

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.

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 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY CORE UNITS

- SIRXCEG001 Engage the customer
- SIRXCEG002 Assist with customer difficulties
- SIRXCEG003 Build customer relationships and loyalty
- SIRXCOM002 Work effectively in a team
- SIRXIND001 Work effectively in a service environment
- SIRXRSK001 Identify and respond to security risks
- SIRXSL001 Sell to the retail customer
- SIRXWHS002 Contribute to workplace health and safety

PLUS 5 ELECTIVE UNITS

Suggested Elective Units:

COMMUNICATION AND TEAMWORK

- CHCDIV001 Work with diverse people
- SIRXCOM003 Promote team cohesion

DELIVERY

- SIRXDLV001 Deliver food products

FOOD AND BEVERAGE

- SITHFAB002 Provide responsible service of alcohol

FOOD SAFETY

- SIRRFSA001 Handle food safely in a retail environment
- SIRRFSA002 Supervise a food safety program

HEALTH AND WELLBEING

- SIRXHWB001 Maintain personal health and wellbeing

INVENTORY

- SIRRINV001 Receive and handle retail stock
- SIRRINV002 Control stock

MANAGEMENT AND LEADERSHIP

- SIRXMGT001 Supervise and support frontline team members

MARKETING

- BSBMKG401 Profile the market
- SIRXMK001 Support marketing and promotional activities

MERCHANDISING

- SIRRMER001 Produce visual merchandise displays
- SIRRMER002 Merchandise food products
- SIRRMER003 Coordinate visual merchandising activities

PRODUCT KNOWLEDGE

- SIRXPDK002 Advise on food products and services
- SIRXPDK003 Advise on health and nutritional products and services

RETAIL FINANCIALS

- SIRRRTF001 Balance and secure point-of-sale terminal

STYLING

- SIRIRSTY001 Style the customer

TRAINING AND DEVELOPMENT

- SSIRXTAD001 Train others in frontline tasks

WHOLESALE

- SIRWSLS002 Analyse and achieve sales targets
- SIRWSLS003 Build sales of branded products

WORKING IN INDUSTRY

- SIRXIND002 Organise and maintain the store environment
- SIRXIND003 Organise personal work requirements
- SIRXIND005 Develop personal productivity



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

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