

SIR30216

Certificate III in Retail



Jobs & Skills WA

Courses subsidised by the Government of Western Australia Department of Training and Workforce Development

Eligibility criteria apply *

Possible Job Outcomes

Team Leader

Retail Supervisor

Senior Sales Assistant

Frontline Sales Assistant

Customer Service Representative

Retail Supervisor (Sports and Recreation)



COURSE DESCRIPTION

Do you have a friendly personality and love to meet new people? If you do, the Retail Industry is just for you! Enrol in our retail courses and develop a career within an ever growing industry. This **SIR30216 Certificate III in Retail** qualification reflects the role of customer-oriented individuals, who are somewhat independent under limited supervision, maintain daily store operations, and deliver organisational expectations.

CORE UNITS - 8

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
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

ELECTIVE UNITS - 5

SIRXPDK001	Advise on products and services
SIRRMER001	Produce visual merchandise displays
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXIND002	Organise and maintain the store environment
SIRRINV001	Receive and handle retail stock

LEARNER FEES – JOBS & SKILLS WA

* The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees

For more information on fees and eligibility, visit www.jobsandskills.wa.gov.au

Non-concession	\$615.60
Concession	\$182.40
School Aged	\$182.40

PAYMENT PLAN AVAILABLE

REACH for Training also offers fee-for-service option for learners, who are not eligible for government subsidised training. Please contact us for more information.

ENTRY REQUIREMENTS

- USI (Unique Student Identifier) Number
- Age 15 years and over
- Initial skills assessment
- Valid and current email address

In order to undertake this qualification, the learner commitment is expected to be at a minimum of 35 – 45 hours a week. This includes face to face classroom training hours, homework and self-study, work placement hours, assignment activities and assessment time.

The course generally runs for 18 weeks excluding holiday.

** For Traineeship / Apprenticeship programs, employer(s) are responsible for all relevant police checks.

WORK PLACEMENT

80 hours work placement within a retail environment is compulsory for this qualification. Work Placement Insurance will be provided by REACH for Training.

LEARNING OUTCOMES

These include:

- Customer Service
- Communication
- Maintaining daily store operations
- Delivering on organisational expectations

For further details and/or information such as learner fees, support structures, eligibility and more, please do not hesitate to contact us on 1300 361 343 where you will speak directly with one of our experienced training coordinators, or visit our website on:

www.reachfortraining.com.au/govt-subsidised-programs/wa-jobs-skills-program



1300 361 343

www.reachfortraining.com.au
wa@reachfortraining.com.au

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