



## **SIR30216** **Certificate III in Retail**

### **OVERVIEW**

Certificate III in Retail reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They demonstrate a sound knowledge of product and service offerings.

These individuals possess a range of well-developed skills where discretion and judgment is 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.

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as front-line sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

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**Work & Training is Tasmania's largest not- for-profit registered training organisation (RTO).**

**Our primary goal is to be the provider of choice for training services in Tasmania – for employers and individuals alike.**

**We are based in three convenient locations around Tasmania.**

#### **Hobart**

1 Bowen Rd  
PO Box 447  
Moonah TAS 7009

#### **Launceston**

26 Elizabeth St  
PO Box 5500  
Launceston TAS 7250

#### **Devonport**

56 Oldaker St  
Devonport TAS 7310



## Course information

- Training will be delivered by one of our professional trainers who have extensive industry experience.
- The qualification is offered in an on-the-job capacity, involving training and assessing in the workplace.
- Facilitated off-job workshops may be offered to supplement the training process.
- The program is offered over a maximum of 18 months for full-time employees and 3 years maximum for part-time employees. Students are able to complete earlier in negotiation with their Training Consultant.
- The qualification will be delivered under a workplace traineeship arrangement, where funding may be available resulting in an \$800 administration fee.
- On successful completion you will be awarded with the nationally recognised qualification SIR30216 – Certificate III in Retail.
- For information regarding refunds, LLN issues, Recognition of Prior Learning, available support services and other relevant information, please refer to our Student Guide. This can be provided on request.

## Course content

There are 13 units to complete in SIR30216 Certificate III in Retail, 8 core units and 5 elective units.

Students will receive on-the-job guidance and mentoring from their trainers and workplace supervisors with opportunity to put into practice the skills they learn from the units.

Training utilises materials such as learner's guides, relevant websites, video clips and paper based/ electronic resources.

Assessments will be conducted using a variety of assessment tools including observation and knowledge assessments.

You will develop skills including but not limited to the following:

- Assist with customer difficulties and build customer relationships and loyalty
- Work effectively in a team and work effectively in a service environment
- Identify and respond to security risks
- Sell to the retail customer
- Contribute to workplace health and safety

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### For more information, contact us

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- [workandtraining.com.au](http://workandtraining.com.au)**