

Course Outline

SIR30207 Certificate III in Retail

This qualification 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.

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.

There are two alternative pathways for entry into the Certificate III in Retail. The candidate must either:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency:

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft

OR

2. Have sufficient relevant retail employment experience. A current or previous job role that involves or has involved the application of the above competencies would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency. Examples of evidence to support a determination could include:

- job descriptions and references from current or past employers
- an entry interview to determine what competencies have been applied in the retail environment in a paid or voluntary capacity.

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Reading material to provide knowledge as well as activities to enable practice
- Assessment Activities to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Certificate III in Retail – the qualification rules

Requirements

To achieve a Certificate III in Retail, 10 units must be completed:

- all 3 core units
- 7 elective units:

A minimum of 5 elective units must be selected from the Elective Units listed below. A maximum of 2 of these electives may be selected from the Product Knowledge functional category.

A maximum of 2 elective units may be selected from another endorsed Training Package. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package.

Elective units must be additional to those already counted towards a lower level qualification within this Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

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Three core units from group A or three core units from group b:

Group A

SIRXCCS003A	<u>Coordinate interaction with customers</u>
SIRXOHS002A	<u>Maintain store safety</u>
SIRXRSK002A	<u>Maintain store security</u>

Or, Group B

SIRXOHS002A	<u>Maintain store safety</u>
SIRXRSK002A	<u>Maintain store security</u>
SIRXSLS004A	<u>Build relationships with customers</u>

Plus seven elective units

SIRXINV002A	<u>Maintain and order stock</u>
SIRXMGT001A	<u>Coordinate work teams</u>
SIRXMGT002A	<u>Maintain employee relations</u>
SIRXMER002A	<u>Coordinate merchandise presentation</u>
SIRXMER005A	<u>Create a display</u>
SIRXMPR001A	<u>Profile a retail market</u>
SIRRRPK013A	<u>Hire and sell video and DVD products and services</u>
SIRXQUA001A	<u>Develop innovative ideas at work</u>
SIRRPOS004A	<u>Handle customer interviews and applications</u>
SIRXSLS001A	<u>Sell products and services</u>
SIRXSLS003A	<u>Coordinate sales performance</u>
SIRXSLS004A	<u>Build relationships with customers</u>

With up to two of these selected from the product knowledge function category:

SIRRRPK006A	<u>Recommend liquor products</u>
SIRRRPK007A	<u>Recommend and fit clothing or footwear products and services</u>
SIRRRPK008A	<u>Recommend jewellery products and services</u>
SIRRRPK009A	<u>Recommend toddler and baby products</u>
SIRRRPK010A	<u>Recommend home and home improvement products and services</u>
SIRRRPK011A	<u>Recommend books or newsagency services</u>
SIRRRPK012A	<u>Recommend business and leisure products and services</u>
SIRRRPK014A	<u>Recommend specialised products and services</u>
SIRXRPK001A	<u>Recommend health and nutritional products and services</u>
SIRXRPK002A	<u>Recommend hair, beauty and cosmetic products and services</u>

and, a maximum of 2 Elective units may be selected from another endorsed Training Package. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package