

SIR30216 Certificate III in Retail



Dynamic Learning Services Pty Ltd
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RTO No 40467

Course Brochure



SIR30216 Certificate III in Retail

Course Overview

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement 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.

The qualification provides a pathway to work in a diverse range of retail settings.

Key Outcomes

- Interact and communicate with a diverse range of customers to assist with enquiries and contribute to a service culture
- Solve customer problems and use techniques to deal with customer difficulties
- Build customer relationships and foster customer loyalty
- Communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.
- Work effectively in the retail environment by integrating knowledge of responsibilities, organisational policies and procedures into daily work activities.
- Identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.
- Deliver quality customer service and sell to retail customers. It by determining customer needs, matching products and services to their needs, and facilitating a sale.
- Carry out safe work practices
- work respectfully with people from diverse social and cultural groups and situations .
- Ensure efficient stock control within the retail environment
- prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.
- set, analyse and achieve personal sales targets to guide performance and monitor the progress of sales against business objectives.
- Plan, implement and report on sales and promotional activities in a territory.

Career Opportunities

- sales assistant
- senior sales assistant
- customer service assistant

Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).





For detailed information on your course, fees and charges, eligibility for any Federal or State funding, relevant student policies and procedures and to view the student handbook, please visit our website at www.dynamiclearningservices.com.au or contact Dynamic Learning Services on 02 4365 0040.



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There are 13 units in the SIR30216 Certificate III in Retail. These are divided into 8 core units and 5 electives units..

The units in the Dynamic Learning Services program are listed below:

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

Elective Units

- SIRRRTF001 Balance and secure point-of-sale terminal
- SIRRMER001 Produce a visual merchandise display
- SIRXIND002 Organise and maintain the store environment
- SIRXPDK001 Advise on products and services
- SIRXSL002 Follow point-of-sale procedures

Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

Entry Requirements

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

Volume of Learning

Learners should expect a duration between 12 and 24 months to meet the requirements of SIR30216, which is consistent with the AQF volume of learning indicators for a Certificate III qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

Pathways

Qualifications that may be considered after successful completion include:

- SIR40316 Certificate IV in Retail Management