



One size, doesn't fit all for workplace training & adult education.



SIR30216

Certificate III in Retail



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# SIR30216 Certificate III in Retail

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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
- Maintain personal health and wellbeing by implementing techniques that facilitate improved workplace health and wellbeing, and work-life balance.
- Prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.
- Clean and maintain the work environment to ensure optimal workplace appearance and safety.
- Develop product and service knowledge and provide information to customers.
- Receive and store retail stock by checking stock quality and quantity against order requirements; storing or presenting stock correctly; and maintaining cleanliness of stock-handling areas





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## CAREER OPPORTUNITIES

- Sales assistant
- Senior sales assistant
- Customer service assistant

## QUALIFICATION PATHWAYS

- SIR40316 Certificate IV in Retail Management

## 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)
- 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).

## 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. This may vary depending upon prior experience and study.

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

## 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.

## 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.

## Course Fees

Your course fee includes the delivery and assessment of your qualification, your study materials (including all resources) and on-going support from our training team.

Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at [www.dynamiclearningservices.com.au](http://www.dynamiclearningservices.com.au) or contact Dynamic Learning Services 02 4365 0040.

The student fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees. These must be charged in accordance with the Fees and Charges Policy.

The indicative fees for this qualification are **\$631.80**.

Please contact us to confirm eligibility.



For information on funding availability in other states please contact Dynamic Learning Services 02 4365 0040.

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### Core Units

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

### Elective Units

SIRXHWB001	Maintain personal health and wellbeing	Elective
SIRRMER001	Produce a visual merchandise display	Elective
SIRXIND002	Organise and maintain the store environment	Elective
SIRXPDK001	Advise on products and services	Elective
SIRXINV001	Receive and handle retail stock	Elective

## Why study with Dynamic Learning Services?

It's not just a nationally accredited qualification you will receive, it's a mindset for success and support to see you through to your qualification.

Here at Dynamic Learning Services, we are committed to excellence. High quality course content that is up to date with industry and business needs today, along with flexibility in how you study with us.

We value that there is strength in diversity. 'One size doesn't fit all'.

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