



- FACT SHEET -

SIR 30207 Certificate III in Retail

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high retail staff team members should possess. These competencies relate to the areas of:

- Customer contact
- Sales of retail goods
- Innovation
- Continuous improvement
- Coordinating your own performance
- Creating displays
- Building relationships with customers
- Communication

Purpose

The purpose of the training program is to develop the skills and knowledge of a retail sales professional.

Program Benefits

- Gain nationally recognised qualification
- Improved ability to service customer needs
- Increased communication skills
- Development of selling skills
- Maximised usage of customer service strategies
- Understanding of retail industry

Units/Modules covered (3 Core, 7 Electives)

- SIRXOHS002A (Core) Maintain store safety
- SIRXRSK002A (Core) Maintain store security
- SIRXCCS003A (Core) Coordinate interaction with customers
- SIRXSL004A Build relationships with customers
- SIRXMER002A Coordinate merchandise presentation
- SIRXMER005A Create a display
- SIRXSL001A Sell products and services
- SIRXQUA001A Develop innovative ideas at work
- SIRXMGT001A Coordinate work teams
- SIRXSL003A Coordinate sales performance
- SIRXADM002A Coordinate retail office
- SIRXFIN001A Balance point-of-sale terminal
- SIRXICT003A Operate retail information technology

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as competencies gained through other formal study.



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The training you need to excel in the Retail Industry.

