



NATIONALLY RECOGNISED TRAINING

VERSION: APRIL 2020

# RETAIL SERVICES

SIR30216 Certificate III in Retail

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Students develop the required skills and knowledge required by 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. They work with some independence under limited supervision.

Students who successfully complete this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

Hours	240 hours	Training Package	SIR v4
Type	Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 unit Preliminary 2 unit HSC	SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
Specialisation	No	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

### ASSESSMENT

This course is competency based and the student’s performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

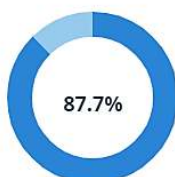
### DUTIES AND TASKS OF A SALES ASSISTANT

- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers & accept payment, or prepare finance arrangements (invoices, contracts)
- Take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- Package goods for customers and arrange delivery
- price, stack and display items for sale and keep the store tidy and attractive
- Be aware of health, safety, welfare issues & practices
- Participate in stocktaking
- Arrange for & advise on repairs of damaged goods

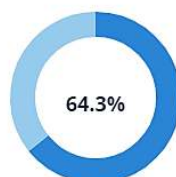
### STUDENT OUTCOMES FOR CERTIFICATE III IN RETAIL

These are the outcomes of graduates surveyed six months after completing their training.

Satisfied with Training



Improved Work Status



Salary



### PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.

### RELATED OCCUPATIONS

Customer Service Assistant, Sales Counter Assistant, Sales Administrator, Retail Store Manager, Customer Service Representative

### FURTHER STUDY

- SIR40316 Certificate IV in Retail Management

### JOB ROLES IN THE RETAIL INDUSTRY

- Individuals with this qualification are able to perform roles, such as:
- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.