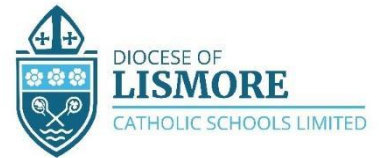


RETAIL SERVICES

SIR30216 Certificate III in Retail



RTO 45649

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
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

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.

JOB ROLES IN THE RETAIL INDUSTRY

- Cashier
- Sales Associate
- Store Manager
- Visual Merchandiser
- Inventory Manager

FURTHER STUDY

Certificate IV and Diploma qualifications, including:

- Retail Leadership
- Retail Management
- Visual Merchandising

