

SIR30216 CERTIFICATE III IN RETAIL

RELEASE 4 - 21/10/2020 (Current)



COURSE INFORMATION

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. The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.



This qualification is delivered 2 days a week over a period of 15 weeks.



Upon completion of this qualification, students are eligible to apply for roles such as:

- Customer Service Representative
- Retail Team Leader
- Senior Sales Assistants



"If you want to change your career or want a fresh start, this is the best place to start. If you have the desire to work, settle yourself in a good and respectful way, this training centre will help you to reach your ultimate goal. They will support you to find the best suitable job for you. The trainers are all professional, and will help you to finish your course on time without any delay".

JOSH

KEEP IN TOUCH



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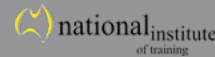


*Eligibility Criteria Apply
This qualification is delivered by Vocational Training Australia trading as National Institute of Training | RTO ID 90804



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UNITS OF COMPETENCY



The successful completion of this qualification requires competency to be achieved in 13 units comprising of eight (8) core units and five (5) elective units.

Unit Code	Unit Name
SIRXWHS002	Contribute to the workplace health and safety (C)
SIRXCOM002	Work effectively in a team (C)
SIRXCEG001	Engage the customer (C)
SIRXCEG002	Assist with customer difficulties (C)
SIRXCEG003	Build customer relationships and loyalty (C)
SIRXIND001	Work effectively in a service environment (C)
SIRXRSK001	Identify and respond to security risks (C)
SIRXSLS001	Sell to the retail customer (C)
CHCDIV001	Work with diverse people (E)
SIRWSLS002	Analyse and achieve sales targets (E)
SIRXCEG006	Provide online customer service (E)
SIRXCOM003	Promote team cohesion (E)
SIRXCEG008	Manage disrespectful, aggressive or abusive customers (E)

KEY: (C) denotes a core unit and (E) denotes an elective unit.

IMPORTANT INFORMATION

DURATION

This qualification is typically delivered 2 days a week over a duration of 15 weeks.

DELIVERY

The training is conducted by a qualified, industry current, trainer and assessor to ensure the learning is relevant and up to date. This training will take place in a classroom environment using face-to-face training methods at one of our study locations. Intakes are scheduled throughout the year.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification, however students must be 15 years or over at the time of enrolment and will need to undertake an LLN assessment.

For further information relating to eligibility go to:
<https://www.jobsandskills.wa.gov.au/skillsready#i-frequently-asked-questions>

FEES & FUNDING



Government funding is available for this course. In order to be eligible for funding, students must meet all selection criteria as outlined by the Western Australian Government. For more information, please visit:
<https://niot.com.au/funding-fees/>

Concession Student: \$184.80
Secondary School Aged Yr12 (not enrolled in school): \$184.80
Non-Concession Youth 17 - 24 years: \$400.00
Non-Concession 25 years +: \$623.70
Full Fee Waiver: \$0.00

To confirm your eligibility, please contact us.

*The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees

your future starts *here*



EARLY CHILDHOOD
EDUCATION & CARE



AGED CARE



SUPPLY CHAIN
OPERATIONS



RETAIL

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MADDINGTON

Head Office
Unit 2/15-17 Blackburn St
Maddington WA 6109

MADDINGTON

Training Room
Unit 4/15-17 Blackburn St
Maddington, WA 6109

KENWICK

Practical Warehouse
24 Austin Ave
Kenwick, WA 6107

MANDURAH

Mandurah Bowling Club
Corner Dower & Allnut St
Mandurah, WA 6210

MIRRABOOKA

Sudbury House
30 Chesterfield Road
Mirrabooka, WA 6061

MORLEY

Morley Businessplex
Unit 1, 3 Marchant Way
Morley, WA 6062