



## NATIONALLY RECOGNISED TRAINING

### SIR30216 Certificate III in Retail

#### OVERVIEW

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and food and beverage outlets.

You will learn how to engage with customers, sell products and services, deal with customer complaints and be an effective member of a sales team.

#### UNITS OF COMPETENCE

This qualification requires the completion of 13 units of competency made up of 8 core units and 5 elective units.

#### DELIVERY OPTIONS

##### Self Paced/Distance Learning

Students can undertake this course at their own pace via correspondence

##### RPL

You may apply to have prior learning and experience recognised toward a qualification or units of competence for which you are enrolled.

#### UNITS OF COMPETENCE

##### CORE UNITS:

SIRXCEG001	Engage with customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SURXWHS002	Contribute to workplace health and safety

##### ELECTIVE UNITS:

SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRWSLS002	Analyse and achieve sales targets
SIRXCEG006	Provide online customer service
SIRXMGT001	Supervise and support frontline team members

**QUALIFICATION COST: \$950 – Discounted from \$3000**

**PAYMENT OPTIONS:** x1 Instalment in full

**PAY VIA:** Direct Debit / BPAY / Credit Card / Payright

#### CONTACT US

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