SIR30312 Certificate III in Retail Supervision

Release: 2

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Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates
First Release	SIR30312 is a new qualification and has b reflect the role of a retail supervisor. The total number of units required comple 12 units. The number of core units - 6 The number of elective units - 6

Description

This qualification provides the skills and knowledge for an individual to be competent in retail 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 will have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

Job roles
Individuals with this qualification are able to perform roles, such as:

- provide in-depth product and service advice in a retail environment
- sell products and services in a variety of retail settings
- supervise a point-of-sale area
- lead a team preparing and selling items
- lead a team within a large store or supermarket
- act as an assistant to a manager of a small to medium sized store
- organise and maintain work areas and displays
- carry out specific responsibilities, such as merchandising.

Possible job titles

- senior sales assistant
- crew leader
- shift manager
- team leader
- store supervisorpoint-of-sale supervisor
- merchandise coordinator

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway but is **not appropriate** for VET in Schools (VETiS) delivery.

Pathways from the qualification
After achieving SIR30312 Certificate III in Retail Supervision, individuals may undertake:

- SIR30412 Certificate III in Business-to-Business Sales
- SIR40212 Certificate IV in Retail Management
- SIR50112 Diploma of Retail Management.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

To undertake this qualification, individuals will have previous retail experience in roles such as:

- providing customer service
- providing product service advice
- point-of-sale function
- organising work areas and displays
- merchandising products
- organising and performing stock control procedures
- applying safe work practices

Examples of evidence of retail experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail operational experience.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills as identified by the retail industry for this described here are broad industry requirements that may vary depending on qualification packaging options. Due to the high proportion of electives required by this qualification, the industry/enterprise requirements des representative of the business-to-business industry in general and may not reflect specific job roles. Learning qualification should be based on the requirements of the units of competency for this qualification.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	- use questioning and active listening to determine and respond to positive retail experience that reflects store values - persuade customers to purchase goods by communicating their f - regularly give verbal instructions and carry out verbal instruction - read and interpret simple workplace documents - complete written workplace forms and share work-related inform
Teamwork	- participate in retail store teams, working independently to compl members where appropriate - lead small retail teams where required in the context of the job re members
Problem-solving	- demonstrate sensitivity to customer needs and concerns, anticipa where possible - solve a range of operational retail store problems individually or after clarification, existing policies and infrastructure may be ap develop practical and sustainable solutions
Initiative and enterprise	- look for opportunities to do things better and suggest ideas to ot context of the job role - translate ideas into action by positively accepting and adapting t the store level
Planning and organising	- establish and communicate clear goals and deliverables for self a organisational objectives and the current store situation - coordinate resources to ensure that work is carried out according - coordinate and implement changes arising from continuous impr
Self-management	- understand how a personal job role fits into the context of the wi - work within the store culture by practising inclusive behaviour - manage personal presentation, hygiene and time - prioritise and complete delegated tasks - maintain own knowledge of the job role - review own performance and actively seek and act on advice and
Learning	- identify personal strengths and weaknesses in the context of the j learn best - seek opportunities for formal education in the context of a curren

	‣ accept opportunities to learn new ways of doing things and share members

| Technology | ▸ select and use a range of retail technology, such as point-of-sale and store procedures |
| | ▸ recognise and report faulty equipment and follow workplace hea |

Packaging Rules

12 units must be completed:

- 6 core units
- 6 elective units:
    - a minimum of 3 units must be selected from the elective unit list below
    - a maximum of 3 units may be selected from any relevant Training Package or accredited course first packaged at AQF level 2, 3 or 4.

The choice of elective units must be guided by the core function or role of the current or intended work environment, local industry requirements, and the characteristics of the AQF level of this qualification.

Units chosen from other Training Packages must not duplicate units selected from or available in SIR07 V3 Retail Services Training Package.

Core units	
SIRXCCS304	Coordinate interaction with customers
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
SIRXRSK002A	Maintain store security
SIRXSLS304	Coordinate sales performance
SIRXWHS302	Maintain store safety
Elective units	
Administration	
SIRXADM002A	Coordinate retail office
Client and Customer Service	
SIRXCCS203	Promote loyalty programs

Communication	
SIRXCOM202	Communicate with customers using technologies

Computer Operations and ICT Management	
SIRXICT303	Operate retail information technology systems

Finance	
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXFIN003A	Produce financial reports

Food Safety	
SIRRFSA302	Monitor food safety program

Inventory	
SIRXINV002A	Maintain and order stock

Marketing and Public Relations	
SIRXMPR001A	Profile a retail market

Merchandising	
SIRXMER202	Plan, create and maintain displays
SIRXMER303	Coordinate merchandise presentation
SIRXMER304	Present products

Product Knowledge	
SIRRRPK006A	Recommend liquor products
SIRRRPK007A	Recommend and fit clothing or footwear products and services
SIRRRPK008A	Recommend jewellery products and services
SIRRRPK009A	Recommend toddler and baby products
SIRRRPK010A	Recommend home and home improvement products and services
SIRRRPK011A	Recommend books or newsagency services
SIRRRPK012A	Recommend business and leisure products and services

SIRRRPK013A	Hire and sell video and DVD products and services
SIRRRPK214	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services

Quality and Innovation

SIRXQUA001A	Develop innovative ideas at work

Retail Food

SITHFAB009A	Provide responsible service of alcohol

Retail Post

SIRRPOS004A	Handle customer interviews and applications

Sales

SIRWSLS301	Build sales relationships
SIRWSLS302	Process product and service data
SIRWSLS303	Analyse and achieve sales targets
SIRWSLS304	Build sales of branded products
SIRXSLS201	Sell products and services
SIRXSLS303	Build relationships with customers

Training and Education

TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction

Working in Industry

BSBINN201A	Contribute to workplace innovation