Australian Government

Department of Education, Employment and Workplace Relations

SIR30207 Certificate III in Retail

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIR30207 Certificate III in Retail

Modification History

Not applicable.

Description

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

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles

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

- providing in-depth product and service advice in a retail environment
- selling products and services in variety of retail settings
- supervising a checkout area
- leading a team preparing and selling fast food items
- leading a department team within a large store or supermarket
- acting as an assistant to a manager of a small to medium store
- organising and maintaining work areas and displays
- carry out specific responsibilities, such as merchandising.

Possible job titles include:

- sales assistant
- customer service representative
- crew leader
- shift manager
- team leader
- department manager
- assistant store manager
- checkout supervisor
- merchandise coordinator.
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Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements

There are two alternative pathways for entry into the Certificate III in Retail. The candidate must either:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency:

SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft

OR

2. Have sufficient relevant retail employment experience. A current or previous job role that involves or has involved the application of the above competencies, would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency. Examples of evidence to support a determination could include:

- job descriptions and references from current or past employers
- an entry interview to determine what competencies have been applied in the retail environment in a paid or voluntary capacity.
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Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIR30207 Certificate III in Retail

The following table contains a summary of the employability skills required by the retail industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a

Employability skill	Industry/enterprise requirements for this qualification include:
	positive retail experience that reflects store values. Persuade customers to purchase goods by communicating their features and benefits. Regularly give verbal instructions and carry out verbal instructions from other team members and supervisors, read and interpret simple workplace documents, complete written workplace forms and share work related information with other team members.
Teamwork	Effectively participate in retail store teams; working independently to complete own tasks and also supporting other team members where appropriate. Lead small retail teams where required in the context of the job role; mentoring and supporting other team members.
Problem solving	Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. Solve a range of operational retail store problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions.
Initiative and enterprise	Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role. Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level.
Planning and organising	Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current store situation; and coordinate resources to ensure that work is carried out according to timelines and priorities. Coordinate and or implement changes arising from continuous improvement processes.
Self-management	Understand how a personal job role fits into the context of the wider business values and directions. Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks. Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at

Employability skill	Industry/enterprise requirements for this qualification include:
	work. Seek opportunities for formal education in the context of a current role or future retail job opportunities. Accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members.
Technology	Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures. Recognise and report faulty equipment and follow store occupational health and safety procedures.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the retail industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Retail, 10 units must be completed:

- all 3 core units
- 7 elective units:

A minimum of 5 elective units must be selected from the Elective Units listed below. A maximum of 2 of these electives may be selected from the Product Knowledge functional category.

A maximum of 2 elective units may be selected from another endorsed Training Package or accredited course. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package.

Elective units must be additional to those already counted towards a lower level qualification within this Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

CORE UNITS

SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security

Plus	
SIRXCCS003A	Coordinate interaction with customers
OR	
SIRXSLS004A	Build relationships with customers

ELECTIVE UNITS	
Administration	
SIRXADM002A	Coordinate retail office
Client and Customer Service	
SIRXCCS003A	Coordinate interaction with customers
Finance	
SIRXFIN001A	Balance point-of-sale terminal
SIRXFIN003A	Produce financial reports
Franchising	
BSBFRA301A	Work within a franchise
Food Safety	
SIRRFSA002A	Monitor food safety program

Human Resources Management	
TAAASS301A	Contribute to assessment
TAADEL301A	Provide training through instruction and demonstration of work skills

Computer Operations and ICT Management	
SIRXICT003A	Operate retail information technology systems

Working in Industry	
BSBCMN301A	Exercise initiative in a business environment
BSBCMN304A	Contribute to personal skill development and learning

Inventory	
SIRXINV002A	Maintain and order stock

Management and Leadership	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations

ELECTIVE UNITS (**CONTINUED**)

Merchandising	
SIRXMER002A	Coordinate merchandise presentation
SIRXMER005A	Create a display

Marketing and Public Relations

SIRXMPR001A   Profile a retail market

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

SIRRRPK014A   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

SITHCCC001A	Organise and prepare food
SITHCCC003A	Receive and store kitchen supplies
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010B	Prepare and serve non-alcoholic beverages
SITHFAB012A	Prepare and serve espresso coffee

Retail Post

SIRRPOS004A	Handle customer interviews and applications

Sales

SIRXSLS001A	Sell products and services
SIRXSLS003A	Coordinate sales performance
SIRXSLS004A	Build relationships with customers