



Australian Government

SIR30216 Certificate III in Retail

Release 4

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Modification History

Release	Comments
Release 4	This version was released in SIR Retail Services Training Package Release 5.0 Electives updated to include Manage disrespectful, aggressive or abusive customers
Release 3	This version was released in SIR Retail Services Training Package Release 4.0 Electives updated to include online and social media units.
Release 2	This version was released in SIR Retail Services Training Package Release 3.0 Electives updated.
Release 1	Initial release.

Qualification Description

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. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

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

Individuals with 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.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units, consisting of:
 - 3 units from the list below
 - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

SIRXCEG001	Engage the 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
SIRXWHS002	Contribute to workplace health and safety

Elective units

Communication and Teamwork

CHCDIV001	Work with diverse people
SIRXCOM003	Promote team cohesion

Customer Engagement

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXCEG006	Provide online customer service

Delivery

SIRXDLV001	Deliver food products
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Food and Beverage

SITHFAB002	Provide responsible service of alcohol
Food Safety	
SIRRFSA001	Handle food safely in a retail environment
SIRRFSA002	Supervise a food safety program
Health and Wellbeing	
SIRXHWB001	Maintain personal health and wellbeing
Inventory	
SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
Online and Social Media	
SIRXOSM001	Identify and review social media and online platforms for organisational use
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SIRXOSM003	Use social media and online tools
Management and Leadership	
SIRXMGT001	Supervise and support frontline team members
Marketing	
BSBMKG401	Profile the market
SIRXMKT001	Support marketing and promotional activities
Merchandising	
SIRRMER001	Produce visual merchandise displays
SIRRMER002	Merchandise food products
SIRRMER003	Coordinate visual merchandising activities
Product Knowledge	
SIRXPDK002	Advise on food products and services

SIRXPDK003 Advise on health and nutritional products and services

Retail Financials

SIRRRTF001 Balance and secure point-of-sale terminal

Styling

SIRRSTY001 Style the customer

Training and Development

SIRXTAD001 Train others in frontline tasks

Wholesale

SIRWSLS002 Analyse and achieve sales targets

SIRWSLS003 Build sales of branded products

Working in Industry

SIRXIND002 Organise and maintain the store environment

SIRXIND003 Organise personal work requirements

SIRXIND005 Develop personal productivity

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>