



SIR30207

CERTIFICATE III IN RETAIL SERVICES

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.

ENTRY REQUIREMENTS

There are two alternative pathways for entry into the Certificate III in Retail.

- The candidate must either be recognised as competent in the 9 Certificate II Retail Operations core units through a recognised training program or recognition process
or
- Provide sufficient evidence of 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.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units.

Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

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



CAREER PATHWAY

A number of career pathways open to you with further study, such as Team Leader, Site / Department Manager, Store Manager or Area Manager.

EMPLOYMENT OPPORTUNITIES

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.



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COURSE OUTCOMES

Gain the skills required to:

- 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 team members.
- Lead small retail teams where required in the context of the job role; mentoring and supporting other team members.
- 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.
- Recognise and report faulty equipment and follow store occupational health and safety procedures.
- 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.
- Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level.
- Understand how a personal job role fits into the context of the wider business values and directions and maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.
- Seek opportunities for formal education in the context of a current role and future retail job opportunities.
- Use point-of-sale systems and/or select and use a range of other retail technology.

COURSE STRUCTURE (Packaging Rules)

To achieve a Certificate III in Retail we have listed below the Core and Elective Units to choose in line with your current business structure and requirements.

- 3 core units must be completed (nb: OH&S is not negotiable)
- 7 elective units.
 - ▽ Choose 5 electives from “Group A”
 - ▽ Choose 2 electives from “Product Knowledge”
 - ▽ Alternatively, 2 units may be selected from Certificate IV in Retail Management offered by Target Training Adelaide.



CORE UNITS

1. SIRXCH001A SIRXOH002A	Maintain store safety Maintain Store Safety
SIRXRSK002A Inform team members	Maintain store security
SIRXCCS003A Involve team members	Coordinate interaction with customers OR
SIRXSLS004A Monitor and maintain a safe working environment	Build relationships with customers

Implement emergency procedures

Identify need for occupational health and safety training

Maintain occupational health and safety records

2. SIRXRSK002A Maintain Store Security

Monitor and maintain store security

3a. SIRXCCS003A Co-ordinate Interaction with Customers

Implement customer service standards

Implement store policy regarding customer complaints

Communicate with management

Lead customer service team

Or

3b. SIRXSLS004A Build Relationships with Customers

Establish rapport with customers

Apply expert knowledge

Provide post sales support

Plan sales presentations

Implement sales presentation

Maintain and utilise a customer database

Deal with difficult customers



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ELECTIVE UNITS – Group A

✓SIRXMGT001A Co-ordinate Work Teams

Monitor and organise staffing levels
Inform team members
Coach on-the-job
Motivate the team
Maintain staffing records

✓SIRXMGT002A Co-ordinate Merchandise Presentation

Co-ordinate merchandise presentation and display
Implement merchandise pricing

✓SIRXSLS003A Co-ordinate Sales Performance

Implement sales policies and procedures
Monitor the achievement of sales targets

✓SIRXINV002A Maintain and Order Stock

Monitor receipt and dispatch of goods
Maintain Stock records
Co-ordinate stock take/cyclical count
Identify stock losses
Process order
Follow up order

✓TAEASS301A Contribute to assessment

Clarify role and responsibilities in the assessment process
Confirm organisational arrangements for evidence gathering
Collect evidence in accordance with the assessment plan
Record and report findings

✓TAEDEL301A Provide work skill instruction

Organise instruction and demonstration
Conduct instruction and demonstration
Check training performance
Review personal training performance and finalise documentation

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ELECTIVE UNITS – Group A cont..

▼SIRXMGT002A Maintain Employee Relations

Identify awards and agreements

Identify and minimise potential industrial problems

Implement dispute settlement procedures

▼BSBCM301A Exercise initiative in a business environment

Model high standards of business practices

Influence individuals and groups positively

Make informed decisions

▼BSBCM304A Contribute to personal skill development and learning

Identify own learning needs for skill development

Undertake personal skill development

Monitor learning effectiveness

▼SIRXMPR001A Profile a retail market

Review the image of the store

Research market demands for the store

Profile the store's customers

Implement methods to attract customers to the store

▼SIRXFIN001A Balance point-of-sale terminal

Remove takings from register or terminal.

Reconcile takings

▼SIRXADM002A Coordinate Retail Office

Maintain office procedures.

Process data in response to information requests.

Compose reports and correspondence.

Maintain existing recording and filing systems.

Maintain computer storage media.

Maintain computer filing system.

▼SIRXCCS003A Coordinate Interaction with Customers

Implement customer service standards.

Implement store policy regarding customer complaints.

Communicate with management.

Lead customer service team.



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ELECTIVE UNITS – Group A cont..

▼SIRRFSA002A Monitor Food Safety Program

Monitor implementation of the food safety program.

Respond to occurrences of non-compliance

Contribute to continuous improvement

▼SIRXSL004A Build Relationships with Customers

Establish rapport with customers

Apply expert knowledge

Provide post sales support

Plan sales presentations

Implement sales presentation

Maintain and utilise a customer database

Deal with difficult customers

▼SIRXICT001A Operate retail technology

Maintain retail equipment

Apply keyboard skills

Operate data entry equipment

▼SIRXICT003A Operate retail information technology systems

Use store information system

Edit and update information

Solve problems

▼SIRXMER005A Create a display

Manage store merchandising.

Plan and manage store advertising and promotions.

Manage store pricing policies.

Manage housekeeping.

▼SITHFAB010A Prepare and serve non-alcoholic beverages

Prepare and serve a range of non-alcoholic drinks

Use, clean and maintain equipment and machinery for non-alcoholic drinks

▼SITHCCC001A Organise and prepare food

Prepare and use equipment

Assemble and prepare ingredients for menu items

Prepare dairy, dry goods, fruits and vegetables

Prepare meat poultry and seafood



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ELECTIVE UNITS – Group A cont..

✓SITHFAB012A Prepare and serve espresso coffee

Organise and prepare work areas

Provide customer service and advise customers on espresso coffee

Select and grind coffee

Extract coffee

Texture milk

Serve and present espresso coffee

Clean and maintain espresso machine

✓SITXOHS002A Follow workplace hygiene procedures

Follow hygiene procedures

Identify and prevent hygiene risks



ELECTIVE UNITS – Product Knowledge

✓SIRRRPK001A Recommend Books and Newsagency Services

Research books and newsagency products

Recommend books and newsagency products

Advise on and arrange reader and newsagency services

Process returns to publishers

✓SIRXRPK001A Recommend health and nutritional products

Research and develop product knowledge.

Identify health and nutritional products.

✓SIRXRPK002A Recommend hair, beauty and cosmetic products and services

Research store product range.

Identify hair, beauty and cosmetic products

Recommend hair, beauty and cosmetic products and services

✓SIRRRPK014A Recommend specialised products and services

Research product range

Recommend specialised products and services

Advise on product warranties

Quote on price payment options

Advise on and arrange product service and repair

✓SIRRRPK006A Recommend liquor products

Research store liquor range

Recommend liquor products

Adhere to liquor licensing requirements



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ELECTIVE UNITS – Product Knowledge cont...

▼SIRRRPK007A Recommend and fit clothing or footwear products and services

Research store merchandise range
 Recommend clothing or footwear products
 Measure and fit clothes or footwear
 Advise on and arrange additional services

▼SIRRRPK008A Recommend jewellery products and services

Research store product range
 Recommend specialised jewellery products
 Advise on jewellery product warranties
 Protect stock
 Advise on and arrange services and repairs

▼SIRRRPK009A Recommend toddler and baby products

Research store product range
 Recommend baby and toddler products
 Advise on manufacturer warranties
 Advise on product service and repairs

▼SIRRRPK010A Recommend home and home improvement products and services

Research store product range
 Recommend home and home improvement products
 Advise on product warranties
 Estimate quantities and order product
 Negotiate price and payment options
 Advise on and arrange product service and repair

▼SIRRRPK012A Recommend business and leisure products and services

Research store business or leisure product range
 Recommend business and leisure products
 Advise on product warranties
 Negotiate price and payment options
 Advise on and arrange product warranty claims, service and repairs

▼SIRRRPK013A Hire and sell video and DVD products and services

Research store product range
 Recommend DVD and video products and accessories
 Advise on membership
 Apply store video hire and return procedures



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