



SIR30216

Certificate III in Retail

FOR DOMESTIC STUDENTS

Duration	12-18 months
Location(s)	All states
Delivery	Online with face to face assessing

ABOUT THIS COURSE

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.

ELIGIBILITY

A pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

STUDY & CAREER PATHWAYS

Possible relevant job titles include:

- Sales assistant
- Customer service representative
- Retail supervisor

COURSE FEES

Tuition Fee <i>includes \$400 non-refundable enrolment fee</i>	\$2,500.00
Resources Fees <i>purchased through Karen Sheldon Training</i>	\$0.00
Recognition of Prior Learning (RPL)	\$ 120.00 per unit

UP-FRONT PAYMENT

Karen Sheldon Training does not accept any more than \$1,400.00 up front prior to commencement of the course. This includes the \$400 non-refundable enrolment fee. Students can pay the remainder in instalments during course progression.

PAYMENT PLANS

Karen Sheldon Training can arrange personalised and flexible payment plans to suit all our learners circumstances, which can be arranged on request prior to commencement.

QUALIFICATION CONTENT

Total number of units: 13 - 8 compulsory core units plus 5 elective units*

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

SIRRFSA001	Handle food safely in a retail environment
SIRRINV001	Receive and handle retail stock
SIRXCOM003	Promote team cohesion
SIRRFSA002	Supervise a food safety program
SIRXMGT001	Supervise and support frontline team members

**Alternative electives can be discussed with your trainer prior to commencement. Elective units must be relevant to the work environment and the qualification.*

LICENSING / REGULATORY INFORMATION

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

RESOURCES

Students are provided with a personal online LMS account and/or hardcopy learner guides. Students are responsible for the purchase of additional textbook/s and resources relevant to this qualification.

ASSESSMENT

Assessments vary with each unit, including Questioning, a Project, an Observation or Supervisors report. You will be provided with an assessment guide.

WORK PLACEMENT REQUIREMENTS

There is no minimum work placement requirements for this qualification.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFERS

Students can apply for Credit Transfers and Recognition of Prior Learning during pre-enrolment or after enrolment. Students must complete an RPL Self-Assessment before application, followed with and an interview with an assessor, whereafter final assessments will be made based on evidence provided.

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

Karen Sheldon Training supplies support for students in many areas, including: Careers and Employment, Equal Opportunity, Discrimination and Harassment advice and Learner Support Services.