



GLOBAL
INTERNATIONAL COLLEGE

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SIR30216 Certificate III in Retail



NATIONALLY RECOGNIZED
TRAINING

SIR30216 CERTIFICATE III IN RETAIL

START YOUR NATIONALLY-ACCREDITED TRAINING IN RETAIL

The SIR30216 Certificate III in Retail is designed to teach you the fundamental skills and knowledge you need to take on roles in the retail, sales, and customer service industry.

This is Australia's latest nationally recognised and accredited course designed to prepare learners for a career in retail services. When you undertake this qualification, you will learn how to engage customers, manage daily store operations, work effectively in teams, and other lessons to help you succeed in this industry.



AFTER GAINING THIS QUALIFICATION, YOU MAY PURSUE ROLES SUCH AS:

- *Team Leader*
- *Retail Supervisor*
- *Shop Assistant*
- *Senior Sales Assistant*
- *Frontline Sales Assistant*
- *Customer Service Representative*

WHAT WILL YOU LEARN?

During your course, you will be taught the wide variety of essential skills and knowledge that will enable you to confidently perform the functions of various career roles in retail.

This includes engaging and assisting customers with difficulties, building relationships to foster loyalty, and how to work effectively in a service environment. Other skills covered in this qualification are selling to customers, identifying and responding to security risks in the workplace, and how to balance and secure a point-of-sale terminal.

You will also learn team management skills such as promoting cohesion within your team, supervising and supporting frontline team members, and contributing to workplace health and safety.

Get Qualified Today with the Certificate III in Retail (SIR30216)!

COURSE OUTLINE & STRUCTURE

FOR THE SIR30216 CERTIFICATE III IN RETAIL



Global International College offers the most current nationally recognised and nationally accredited **SIR30216 Certificate III in Retail**.

Learners will study the course with the guidance of our industry-expert trainers and the use of our premium learning resources.

TRAINING DELIVERY

Training will be delivered through **Face to Face Learning**.

COURSE DURATION:

Learners with no previous relevant learning or professional experience are expected to complete their study within a duration of approximately 1341 hours over a period of up to 52 weeks, depending on the number of hours you commit to studying per week and your existing knowledge and experience.

Your specific course duration will be determined based on your existing relevant knowledge, skills and experience upon entering the course through Global International College's pre-enrolment

assessment process. Enquire now for more information.

Please read our Complaints, Appeals, Fees and Payment policies and procedures before enrolling in this course in the Student Handbook on the Global International College website at www.globalinternational.com.au/std-handbook.

WHAT ARE THE ENTRY REQUIREMENTS?

This course does not have formal prerequisites, but it is preferred that students:

- Are at least 18 years old
- Have sound language and literacy skills (at least Year 10 English, or equivalent)
- Have basic computer skills
- Hold a Certificate II in Retail Services OR have some industry experience in a relevant role (ex: frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant, etc)

COURSE OUTLINE & STRUCTURE

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WHAT ARE THE RESOURCES NEEDED TO COMPLETE THE COURSE?

To support you in your new course, we will provide:

- Learner Guides
- Assessment Workbook
- Templates, Handouts, and other helpful learning resources
- A simulated environment for skills practice and assessment including:
 - the physical environment (classroom is configured to allow suitable space for role play)
 - sufficient up-to-date equipment, software and technology (laptop with internet connection)
 - consumable resources or stock such as diverse, commercial product ranges (makeshift props)
 - workplace documents such as policies, procedures, prescriptions, product manuals, job
 - specifications and regulatory information
 - display and storage locations, shelf facings and signage (makeshift props)
 - others with whom the individual can interact, such as team members and customers (group activity)

To complete your course you will need to arrange access to:

- A computer (PC or Mac) with Internet (a minimum reliable speed of 5 mbps)
- Google Chrome Web Browser
- Latest Adobe Acrobat Reader
- Latest Adobe Flash Player
- Latest Microsoft Word, PowerPoint, Excel



COURSE OUTLINE & STRUCTURE

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ASSESSMENT METHODS:

This course will be assessed through

- Observation during on-the-job or role play/simulation
- Questioning (may include self-assessment, verbal answers, written questionnaires, activity modules or interview)
- Structured activities (may include projects, case studies, presentations, role play, demonstration, progressive tasks)

WHAT ARE THE QUALIFICATION PATHWAYS OF THIS COURSE?

The Certificate III in Retail (SIR30216) is a career pathway for those who wish to work in the Retail industry.

After completing this course, you may consider additional training to complement your skills. For a list of possible training pathways, please visit the official government mySkills website for this qualification at www.myskills.gov.au/courses/details?Code=SIR30216

IS RECOGNITION OF PRIOR LEARNING (RPL) AVAILABLE?

Our Recognition of Prior Learning (RPL) Policy recognises your prior learning through formal and informal means (such as work and other life experiences). The RPL Process may help you finish the course sooner by giving you partial or full credits for a course unit.



COURSE OUTLINE & STRUCTURE

FOR THE SIR30216 CERTIFICATE III IN RETAIL

WHAT ARE THE COURSE UNITS?

The SIR30216 Certificate III in Retail consists of 13 units in total 8 core units and 5 electives — selected to reflect the latest needs of the retail industry today.

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
SIRXSL001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

Elective Units

SIRRRTF001	Balance and secure point-of-sale terminal
SIRXCOM003	Promote team cohesion
SIRRINV002	Control stock
SIRXMGT001	Supervise and support frontline team members
BSBMKG401	Profile the market

Enrol Now!
Call 04 0149 3520

PAYMENT OPTIONS

FOR THE SIR30216 CERTIFICATE III IN RETAIL

2017 PRICING

ENROL IN SIR30216 CERTIFICATE III IN RETAIL

FACE-TO-FACE LEARNING COURSE DELIVERY

Enrol Now for Only \$1,290 Upfront



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TRAINING**

* Terms and Conditions: Please read the Global International College Student Handbook containing the Refund, Fees, Payment policy, and other policies and procedures prior to enrolling on our website at www.globalinternational.com.au/std-handbook.