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# SIR30207 Certificate III in Retail

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## 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.



Job roles and titles vary across different industry sectors. Possible job titles include: sales assistant, customer service representative, crew leader, shift manager, team leader, department manager, assistant store manager, checkout supervisor, merchandise coordinator.

## Qualification Pathways

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; or an entry interview to determine what competencies have been applied in the retail environment in a paid or voluntary capacity.

After achieving the SIR30207 Certificate III in Retail, candidates may undertake the SIR40207 Certificate IV in Retail Management; a qualification for those seeking to develop skills and knowledge in first line management in retail or wholesale industries, or other relevant Certificate IV qualifications.

## Qualification Rules

Total of 10 units comprising:

3 Core units: Core: Group A or Core: Group B and 7 Elective units between 5 and 7 Elective units must be selected from the Elective Units and a Maximum of 2 Electives may be selected from the Product Knowledge functional category.

## Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

### Core: Group A

SIRXCCS003A Coordinate interaction with customers

SIRXOHS002A Maintain store safety

SIRXRSK002A Maintain store security

### Core: Group B

SIRXOHS002A Maintain store safety

SIRXRSK002A Maintain store security

SIRXSLS004A Build relationships with customers

### Elective: Administration

SIRXADM002A Coordinate retail office

Elective: Client and Customer Service

SIRXCCS003A Coordinate interaction with customers

### Elective: Finance

SIRXFIN001A Balance point-of-sale terminal

SIRXFIN003A Produce financial reports

### Elective: Franchising

BSBFRA301A Work within a franchise

### Elective: Food Safety

SIRRFSA002A Monitor food safety program

### Elective: Human Resources Management

TAAASS301A Contribute to assessment

TAADEL301A Provide training through instruction and demonstration of work skills

### Elective: Computer Operations and ICT Management

SIRXICT003A Operate retail information technology systems

### Elective: Working in Industry

BSBCMN301A Exercise initiative in a business environment

BSBCMN304A Contribute to personal skill development and learning

### Elective: Inventory

SIRXINV002A Maintain and order stock

### Elective: Management and Leadership

SIRXMGT001A Coordinate work teams

SIRXMGT002A Maintain employee relations

### Elective: Merchandising

SIRXMER002A Coordinate merchandise presentation

SIRXMER005A Create a display

### Elective: Marketing and Public Relations

SIRXMPPR001A Profile a retail market

### Elective: 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

### Elective: Quality and Innovation

SIRXQUA001A Develop innovative ideas at work

### Elective: Sales

SIRXSLS001A Sell products and services

SIRXSLS003A Coordinate sales performance

SIRXSLS004A Build relationships with customers