

Retail Services

A Certificate III in Retail gives you the essential skills and knowledge you need to kick start your career in retail.

Is this course right for me?

Nearly every aspect of our lives involves products or services delivered through the retail industry. If you have a passion for something whether it be computer games, sport, food, clothing, cars, or the creative and performing arts, the retail industry gives you the opportunity to work selling products and services in your area of interest and the potential to run your own retail business. This course prepares you to work in the retail industry providing skills to engage the customer, maintain daily store operations, and deliver on organisational expectations.

Where can this course take me?

Potential job roles include; customer service assistant, sales person, stock controller, visual merchandiser.

Further study in courses such as SIR40316 Certificate IV in Retail Management and SIR60116 Diploma in Retail Leadership provides opportunities to take on management roles in the retail industry.

education.nsw.gov.au

Subjects that support this career path

- Business Studies
- Business Services
- Financial Services
- Hospitality

Credential available	Full Certificate
Course code/name	SIR30216 Certificate III in Retail
ATAR eligible	Yes
Mandatory placement hours	70 hours
SBAT available	Yes
Specialisation required for full qualification	No





RETAIL SERVICES

SIR30216 Certificate III in Retail

Version 22/3

COURSE DETAILS

Hours	240 hours
Туре	Board Developed Course Category B
Duration	2 years
Unit Value	2 unit Preliminary
	2 unit HSC
HSC Exam	Yes
ATAR	Yes
Work placement	Mandatory 70 hours
SBAT	Opportunity to complete a School Based
	Traineeship and gain credit towards the HSC
RECOGNITION	National and HSC Qualification

ASSESSMENT

- Assessment strategies may include:
- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests



CAREER PATHWAYS

Sales Assistant
Retail Office Assistant
Sales Administrator
Retail Store Manager
Customer Service Representative

ABOUT

With this qualification the student is able to perform roles such as:

- Providing product and service advice in a retail store
- Selling products and services in a variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Checking stock, rotate and replenish retail shelves
- Organising and maintaining work areas, merchandising and building displays

JOB ROLES

- Individuals with this qualification are able to perform roles, such as:
- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.

DUTIES AND TASKS OF A SALES ASSISTANT

Sales assistants may perform the following tasks:

- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers and accept payment, or prepare finance arrangements (invoices and contracts, for example)
- Take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- Package goods for customers and arrange delivery
- price, stack and display items for sale and keep the store tidy and attractive
- Be aware of health, safety and welfare issues and practices
- Participate in stocktaking (counting and describing the goods in stock)
- Arrange for the repair of damaged goods or advise on necessary repairs
- Order items.





STUDENT OUTCOMES for Certificate III in Retail Services

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Retail Services

All statistics are supplied by the National Centre for Vocational Education Research









Source: https://www.myskills.gov.au/courses/details?Code=SIR30216

Further reading:

http://training.gov.au/training/details/SIR30216 https://smartandskilled.nsw.gov.au/for-students/job-guides http://www.sbatinnsw.info/traineeships.php?trpg=travailable



2024 Retail Services Course Descriptor SIR30216 Certificate III in Retail

RTO - Department of Education - 90333, 90222, 90072, 90162

This information may change due to Training Package and NSW Education Standards Authority (NESA) updates. Notification of variations will be made in due time with minimal disruption or disadvantage.

Course: Retail Services

Board Developed Course (240 hour)

2 or 4 Preliminary and/or HSC units in total

Industry Curriculum Framework (ICF)

Australian Tertiary Admission Rank (ATAR) eligible course

By enrolling in this VET qualification with Public Schools NSW RTOs, you are choosing to participate in a program of study which will provide you a pathway towards HSC accreditation and a nationally recognised qualification (dual accreditation). To receive this VET qualification, you must meet the assessment requirements of SIR30216 Certificate III in Retail https://training.gov.au/training/details/SIR30216. You will be expected to complete all requirements relevant to the HSC and adhere to the requirements of NESA. To gain this full qualification, you must achieve 14 units.

Entry Requirements

You must complete the VET enrolment process, supplying your USI and be assessed for learning support (eg LLN Robot) before the commencement of any training and assessment. HSC: All My Own Work must be completed before enrolling in this qualification. When selecting this course you should be interested in working in a retail environment and be able to use a personal digital device including a personal computer or laptop.

Retail Services Training Package Units of Competency

Core SIRXCEG001 Engage the customer SIRXWHS002 Contribute to workplace health and safety SIRXRSK001 Identify and respond to security risks SIRXSLS001 Sell to the retail customer SIRXIND001 Work effectively in a service environment SIRXCOM002 Work effectively in a team SIRXCEG002 Assist with customer difficulties SIRXCEG003 Build customer relationships and loyalty

Elective

*SIRXMER001 Produce visual merchandise displays

*SIRXPDK001 Advise on products and services

*SIRRINV001 Receive and handle retail stock

*SIRRINV002 Control stock

*SIRXIND002 Organise and maintain the store environment

*SIRXSLS002 Follow point-of-sale procedures

*SIRRRTF001 Balance and secure point-of-sale terminal

* Trainer will advise on elective units chosen. Not all units of competency are available.

Students may apply for Recognition of Prior Learning (RPL) and /or credit transfer before delivery, provided suitable evidence is submitted.

Pathways to Industry - Skills gained in this course transfer to other occupations

- engaging the customer
- maintaining daily store operations
- delivering on organisational expectations

- having knowledge of product and service offerings
- creativity
- critical thinking
- problem solving

Examples of occupations in the retail services industry:

- frontline sales assistant
- customer service representative

- shop assistant
- retail supervisor

- quick service restaurant assistant
- visual merchandiser

Mandatory HSC Course Requirements

Students must complete 240 indicative hours of course work and a minimum of 70 hours work placement. Students who do not meet these requirements will be `N` determined as required by NESA. You should be work ready before work placement.

External Assessment (optional HSC examination for ATAR purposes)

The Higher School Certificate examination for Retail Services is only available after completion of 240 indicative hours and will involve a written examination consisting of multiple-choice, short answers and extended response items. The examination is independent of the competency-based assessment undertaken during the course and has no impact on the eligibility of a student to receive a vocational qualification.

Competency-Based Assessment

In this course you will work to develop the competencies, skills and knowledge described by each unit of competency listed above. To be assessed as competent you must demonstrate to a qualified assessor the competency requirements for performance and knowledge of the unit of competency.

Appeals and Complaints

You may lodge a complaint or an appeal about a decision (including assessment decisions) by following the Appeals and Complaints Guidelines.

Course Cost: Preliminary - \$Nil HSC - \$Nil Refunds
Refund arrangements are on a pro-rata basis.
Please refer to your school refund policy

A school-based traineeship is available in this course. For more information:

https://education.nsw.gov.au/public-schools/career-and-study-pathways/school-based-apprenticeships-and-traineeships

Exclusions: VET course exclusions can be checked on the NESA website at

http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/stage-6-learning-areas/vet/course-exclusions

2024 Course Descriptor SIR30216 Certificate III in Retail RTO - Department of Education - 90333, 90222, 90072, 90162 Version 0.11 Disclaimer: If you require accessible documents, please contact your VET Coordinator for support