

SIR30216 Certificate III in Retail Services

Australian College of Higher Studies | RTO CODE: 90924

www.auschs.edu.au

1300 600 888



Overview

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.

CODE	UNIT
SIRXIND001	Work effectively in a service environment (CORE)
SIRXCEG001	Engage the customer (CORE)
SIRXSLS001	Sell to the retail customer (CORE)
SIRXCEG003	Build customer relationships and loyalty (CORE)
SIRXCEG002	Assist with customer difficulties (CORE)
CHCDIV001	Work with diverse people
SIRXCOM002	Work effectively in a team (CORE)
SIRXCOM003	Promote team cohesion
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRXSLS002	Follow point-of-sale procedures
SIRXWHS002	Contribute to workplace health and safety (CORE)
SIRXRSK001	Identify and respond to security risks (CORE)

Entry Requirements

There are no entry requirements for this qualification.

Mode of Delivery

Workplace and mixed mode.

Qualification Rules

Total number of units = **13** (8 core unit, plus 5 elective units)

Pre-requisites

There are no pre-requisites for this course.

Duration of Training

24 months or pro rata.