

# Certificate III in Retail

**SIR30216**

## Why Choose NEVC for your Training Needs?

### Qualification 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 and 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.

Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

### Customised to your business needs

Training and assessment can be flexible and tailored to individual or business needs, built the way the employer wants. Options include:

- on-line or workbooks, with no face-to-face classes to attend, supported by the trainer (phone & email contact)
- In the workplace, supported by visits by the trainer.
- A combination of both

### Trainers are highly experienced

Our trainers are all qualified workplace trainers/assessors as well as having extensive experience working in a retail environment.

### Comprehensive RPL Process

Our trainers are committed to recognising an individual's industry knowledge and experience.

Depending on an individual's ability, and their exposure to industry, there is the ability to fast-track many aspects of the training.

### Rolling Intakes

Training can start at any time throughout the year – no need to wait for a new semester to begin.

### Course Fee

This qualification may be subsidised by the South Australian Government for eligible participants signed up to a Contract of Training.

Contract of Training: **\$250**

Non-Contract: **\$1,800**



This course is subsidised by the Government of South Australia for eligible participants, visit [www.skills.sa.gov.au](http://www.skills.sa.gov.au) for Participant Eligibility Criteria.

**For further information please contact us on  
8397 9500 or [nevc@neda.asn.au](mailto:nevc@neda.asn.au)**



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**Government  
of South Australia**

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# Training Plan (Sample)

The Certificate III in Retail has a good level of flexibility when selecting units for the training plan. There are 8 compulsory core units, with an additional 5 elective units required (13 units in total). The elective units can be selected from a vast range of subject areas including:

- Customer Engagement
- Marketing
- Wholesale
- Delivery
- Merchandising
- Food Safety
- Product Knowledge
- Teamwork
- Communication

<b>Certificate III in Retail – SIR30216</b> <i>This sample training program is appropriate for a person working in the Retail Industry as a Sales Assistant, primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings.</i>		
Unit Code	Unit Title	Nominal Hours
<b>Core Units</b> (8 required)		
SIRXCEG001	Engage the customer	30
SIRXCEG002	Assist with customer difficulties	40
SIRXCEG003	Build customer relationships and loyalty	40
SIRXCOM002	Work effectively in a team	30
SIRXIND001	Work effectively in a service environment	45
SIRXRSK001	Identify and respond to security risks	30
SIRXSLS001	Sell to the retail customer	20
SIRXWHS002	Contribute to workplace health and safety	20
<b>Electives</b> (5 required)		
SIRXCOM003	Promote team cohesion	30
SIRRINV001	Receive and handle retail stock	35
SIRRRTF001	Balance and secure point-of-sale terminal	20
SIRWSLS002	Analyse and achieve sales targets	35
SIRXIND005	Develop personal productivity	30
<b>Total</b>		<b>405</b>

