



Certificate III in Retail

*The Certificate III in Retail is a nationally recognised Qualification.
Course Code SIR30207*

To achieve this qualification the trainee must complete 10 units:

1. 3 Core Units
7 Elective Units

Please see overleaf

2. Entry requirements – The candidate must either:

- a) 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

- b) Have sufficient relevant retail experience. A current or previous job role that involves or has involved the application of the above competencies. Examples of evidence to support this may include job descriptions, references from current or past employers, an entry interview.

3. The trainee must be employed as a part-time or full-time employee. A trainee cannot be on a contract of training if they are employed as a casual employee.
4. The Government incentive for an eligible trainee is \$1500 at 3 months after commencement date followed by \$2500 upon attainment of the Qualification. (NB: If a trainee is progressing from Certificate II they must do so within 3 months of completion and will not be initiated to a Certificate III commencement incentive).
5. 80% of the payroll tax paid on the trainee's wage may be claimed as a rebate in January and July of every year, if the trainee commences the contract before their 25th birthday and it is their first contract of training.
6. The contract is for a period of 24 months full-time or the equivalent part-time.
7. The contract has a two-month probationary period. The trainee or employer can withdraw from the contract in this time if they wish to and a "Withdrawal During Probationary Period" form is completed.
8. After the two-month probation, if either party wants to cancel the traineeship, it has to be mutually agreed and a Mutual Cancellation form needs to be completed.
9. Training is conducted off-the-job at your work site or STATUS Employment Services Welland; consequently trainees must be released from their work, at their normal rate of pay, to take part in training.
10. The sessions are usually conducted at times agreed upon by all parties.
11. STATUS Employment Services charges \$110 for materials and a fee of \$2.00 per nominal hour for providing training and assessment at Certificate III level. The number of nominal hours will depend upon the Units of Competency selected, but will not exceed 350.
12. In the event that the trainee does not meet the User Choice eligibility criteria, then the nominal hour charge is increased to \$5.75.

NB:

The Australian Apprenticeship Centres (AAC) determines eligibility for the Commonwealth employer incentives, on behalf of DEEWR. The information contained in this document is accurate at date of publication and no liability will be assumed should funding agreement and/or fee structures be changed.

CORE UNITS

Unit Code	Unit name	Nominal Hours
SIRXOHS002A	Maintain store safety	35
SIRXRSK002A	Maintain store security	20
PLUS		
SIRXCCS003A	Coordinate interaction with customers	35
OR		
SIRXSLS004A	Build relationships with customers	35

7 Elective units must be completed.

A minimum of 5 elective units from the units listed below. A maximum of 2 of these electives may be selected from the product knowledge category. A maximum of 2 elective units may be selected from another training package. These must be units which are packaged in a certificate III or IV qualification.

Unit Code	Category	Unit name	Nominal hours
SIRXADM002A	Administration	Coordinate retail office	35
SIRXCCS003A	Client and customer service	Coordinate interaction with customers	35
SIRXFIN001A	Finance	Balance point-of-sale terminal	20
SIRXFIN003A	Finance	Produce financial reports	35
BSBFRA301A	Franchising	Work within a franchise	30
SIRRFSA002A	Food Safety	Monitor food safety program	35
TAAASS301A	HR Management	Contribute to assessment	10
TAADEL301A	HR Management	Provide training through instruction and demonstration of work skills	30
SIRXICT003A	Computer operations	Operate retail information technology systems	35
BSBCMN301A	Working in industry	Exercise initiative in a business environment	20
BSBCMN304A	Working in industry	Contribute to personal skill development and learning	30
SIRXINV002A	Inventory	Maintain and order stock	35

SIRXMGT001A	Management and Leadership	Coordinate work teams	35
SIRXMGT002A	Management and Leadership	Maintain employee relations	35
SIRXMER002A	Merchandising	Coordinate merchandise presentation	35
SIRXMER005A	Merchandising	Create a display	35
SIRXMPR001A	Marketing	Profile a retail market	35
SIRRRPK006A	Product knowledge	Recommend liquor products	35
SIRRRPK007A	Product knowledge	Recommend and fit clothing or footwear products and services	35
SIRRRPK008A	Product knowledge	Recommend jewellery products and services	35
SIRRRPK009A	Product knowledge	Recommend toddler and baby products	35
SIRRRPK010A	Product knowledge	Recommend home improvement products and services	35
SIRRRPK011A	Product knowledge	Recommend books or newsagency services	40
SIRRPK012A	Product knowledge	Recommend business or leisure products and services	40
SIRRRPK013A	Product knowledge	Hire and sell video and DVD products and services	35
SIRRRPK014A	Product knowledge	Recommend specialized products and services	35
SIRXRPK001A	Product knowledge	Recommend health and nutritional products and services	25
SIRXRPK002A	Product knowledge	Recommend hair, beauty and cosmetic products and services	25
SIRXQUA001A	Quality and innovation	Develop innovative ideas at work	35
THHBKA01B	Retail food	Organise and prepare food	25
THHBKA03B	Retail food	Receive and store kitchen supplies	10
THHBFB09B	Retail food	Provide responsible service of alcohol	10
THHBFB10B	Retail Food	Prepare and serve non-alcoholic beverages	15
THHBFB12B	Retail food	Prepare and serve espresso coffee	30
SIRRPOS004A	Retail Post	Handle customer interviews and applications	35
SIRXSLS001A	Sales	Sell products and services	20
SIRXSLS003A	Sales	Coordinate sales performance	35
SIRXSLS004A	Sales	Build relationships with customers	35

