



alffie

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SIR30216

CERTIFICATE III IN RETAIL



alffie's Certificate III in Retail prepares you for customer facing roles in Australia's vibrant retail industry. Topics covered include selling to the retail customer, dealing with customer complaints, and workplace health and safety.

Throughout this course, *alffie*'s friendly team will support you in developing skills and knowledge that will enhance your ability to work confidently, effectively and safely in a variety of retail environments.

DELIVERY MODE

This course is delivered through an online delivery and blended assessment approach that is supported by a practical work placement.

alffie will provide you with a password to log in to our secure and user-friendly online learning portal. Within the portal, you can access your lesson material and assessments.

RTO NO. 41206
v1811

COURSE DURATION

Total: 1209.75 hours

Semester 1: 540.25 hours

Semester 2: 589.5 hours

Work placement hours: 80 hours

To achieve this qualification, you must complete 80 hours of work placement as detailed in the Assessment Requirements of the units of competency.

Please note, *alffie* will assist with the work placement process but does not guarantee practical placement.

Important note: Your enrolment will be valid for up to 12 months.

UNITS OF COMPETENCY *Unit has work placement component

alffie's Certificate III in Retail includes the units listed below.

Semester 1

SIRXWHS002 - Contribute to workplace health and safety*

SIRXHWB001 - Maintain personal health and wellbeing

SIRXIND002 - Organise and maintain the store environment*

CHCDIV001 - Work with diverse people*

SIRXCOM002 - Work effectively in a team*

SIRXIND001 - Work effectively in a service environment*

FSKLRG06 - Participate in work placement*

Semester 2

BSBPUR301 - Purchase goods and services

SIRXCEG003 - Build customer relationships and loyalty

SIRXCEG001 - Engage the customer*

SIRXSLS001 - Sell to the retail customer*

SIRXCEG002 - Assist with customer difficulties

SIRXRSK001 - Identify and respond to security risks

ENTRY REQUIREMENTS

It is a government requirement that all job seekers undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). To begin this course, you will need a USI.

For more information on USIs, go to: www.usi.gov.au

In addition to a USI, to begin and complete this course, you will need:

- Regular access to a computer, tablet or smartphone (note: there may be some activities within the course that will require you to use a computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer, or digital device, navigation skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study lesson material and complete assessment activities
- PDF reader software (e.g., Adobe Acrobat) installed on your computer or the digital device you are using to access your course
- The ability to communicate directly with *alffie* in English
- The ability to understand and follow detailed instructions given verbally or written in English.

OUTCOME

In the case that you successfully complete one, or some, but not all of the units of competency within the course, you will be issued a Statement of Attainment for the unit/s that you have completed.

In the case that you successfully complete all of the units of competency within the course, you will be issued with a Certificate III in Retail qualification. Examples of job roles this qualification may be relevant to include:

- Shop assistant
- Frontline sales assistant
- Customer service representative
- Retail supervisor