



## SIR30216 - Certificate III in **Retail**



Alffie's SIR30216 – Certificate III in Retail prepares participants 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.

This course will assist participants in WFA, DES, TTW and PN in progressing towards sustainable employment by either studying full-time for 26 weeks or completing their qualification. This course has been designed to fast track the participant's personal and professional development, providing a clear pathway to employment opportunities meeting compliance requirements. This course is Services Australia approved. Code: 7P089.

### From [training.gov.au](https://training.gov.au)

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.

### Course information

#### Course duration

Total 1209.75 hours

- Semester 1: 540.25 hours
- Semester 2: 579.5 hours

#### Work placement

80 hours

#### Important note

Enrolment will be valid for up to 12 months.

This course is delivered online through a combination of written and audiovisual lesson material. The assessments are interactive and simulate real-life working conditions and environments.

To achieve this qualification, participants 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.

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## Units of competency

### 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
- FSKLRG006\* - 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

\*Unit has work placement component

## Entry requirements

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

For more information on USIs, go to: [www.usi.gov.au](http://www.usi.gov.au)

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

- Regular access to a computer, tablet or smartphone (note: there may be activities in the course that need to be completed using a desktop 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 skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study online lesson material and complete all assessment requirements for each unit of competency
- PDF reader software (e.g. Adobe Acrobat) installed on a computer or the digital device being used to access the 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

Some units in this course require work placement. To be issued with a SIR30216 – Certificate III in Retail qualification, participants will need to meet all assessment requirements for all units of competency in the course. Please note, in the case that one, or some, but not all of the units of competency are completed, a Statement of Attainment can be issued. Examples of job roles this qualification may be relevant to include:

- Cashier
- Customer Service Assistant (Department Store)
- Customer Service Representative
- Frontline Sales Assistant
- Retail Assistant
- Retail Supervisor
- Sales Assistant
- Sales Representative
- Sales Team Leader (Retail)
- Shop Assistant
- Team Leader
- Team Leader (Supermarket).



Access this course through the Alffie app

