

# SIR30207

## Certificate III in Retail



### Your Course Guide

#### SIR30207 Certificate III in Retail

**Australian Salesmasters Training Company (RTO #6854)**

**Address:** Suite 317, 30-40 Harcourt Parade, Rosebery NSW 2018  
PO Box 638, Rosebery NSW 1445

**Phone:** 02 9700 9333    **Int:** 612 9700 9333    **Fax:** 02 9700 8988

**Email:** [kathy@thesalesmasters.com](mailto:kathy@thesalesmasters.com)

**Website:** [www.thesalesmasters.com](http://www.thesalesmasters.com)



The Certificate III in Retail is considered to be the standard qualification by retail employees to function effectively.

Working in retail offers job progression and the chance to work in many different environments from fashion to food, white goods to automotive.

This course will empower participants with the latest skills, knowledge and thinking for them to expand their capabilities.

This course is customised to your specific needs.

## WHAT WILL YOU ACHIEVE FROM THIS COURSE?

When you have completed this course, you will be able to:

- Develop employee relationships
- Maintain store security and safety
- Abide by OH&S standards
- Oversee work team
- Effectively sell products/ services
- Display competent customer service skills
- Create a retail display
- Develop innovative ideas at work
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

## EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification.

This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

### • Communication

- Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values.
- Regularly carry out verbal instructions from other team members and supervisors.
- Read and interpreting simple workplace documents, complete simple written workplace forms and share work related information with other team members.



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## HOW LONG DOES THE COURSE TAKE?

### Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

### Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

### Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

## HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

## ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

## EMPLOYABILITY SKILLS CONT.

- **Teamwork**

- Effectively participate in retail store teams; working independently to complete own tasks and also supporting other team members where appropriate.
- Lead small retail teams where required in the context of the job role; mentoring and supporting other team members.

- **Problem Solving**

- Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible.
- Solve a range of operational retail store problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions.

- **Initiative and Enterprise**

- Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role.
- Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level.

- **Planning and Organising**

- Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current store situation; and coordinate resources to ensure that work is carried out according to timelines and priorities.
- Coordinate and or implement changes arising from continuous improvement processes.

- **Self Management**

- Understand how a personal job role fits into the context of the wider business values and directions.
- Work within the store culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks.
- Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.

- **Learning**

- Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work.
- Seek opportunities for formal education in the context of a current role or future retail job opportunities.
- Accept opportunities to learn new ways of doing things and share knowledge and skills with other store team members.

- **Technology**

- Use of point-of-sale systems and/or select and use a range of other retail technology; in the context of available equipment and store procedures.
- Recognise and report faulty equipment and follow store occupational health and safety procedures.

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

## COURSE STRUCTURE

You are required to complete 10 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
SIRXOHS002A (Core)	Maintain store safety	This unit is based on the National Occupational Health and Safety Commission (NOHSC) guidelines and describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment.
SIRXRSK002A (Core)	Maintain store security	This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment. It involves implementing store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.
SIRXSL004A (Core)	Build relationships with customers	It describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations.

## COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
SIRXCCS003A (Elective)	Coordinate interaction with customers	This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team.
SIRXICT003A (Elective)	Operate retail information technology systems	This unit describes the performance outcomes, skills and knowledge required to use and apply store information technology systems in a retail environment. It involves demonstrating knowledge of the hardware and software in use, editing and updating information and solving problems in relation to hardware and software.
SIRXFIN001A (Elective)	Balance point-of-sale terminal	This unit describes the performance outcomes, skills and knowledge required to balance a register or terminal in a retail environment. It involves clearing the register, counting money, calculating noncash transactions and reconciling takings.
SIRXMER002A (Elective)	Coordinate merchandise presentation	This unit describes the performance outcomes, skills and knowledge required to supervise sales and other staff implementing and maintaining displays according to store merchandising standards.
SIRXMER005A (Elective)	Create a display	This unit describes the performance outcomes, skills and knowledge required to plan and implement a display for a retail business.
SIRXQUA001A (Elective)	Develop innovative ideas at work	This unit describes the performance outcomes, skills and knowledge required to systematically generate and develop innovative ideas in the workplace.
SIRXSLS001A (Elective)	Sell products and services	This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

## ASSESSMENT

<p>ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –</p>	<p>and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.</p>	<p>ASTC’s assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:</p> <ul style="list-style-type: none"> <li>• Multiple choice and/or short answer questionnaires</li> <li>• Third party supervisor demonstration reports</li> <li>• Projects/case studies</li> <li>• Holistic Assessments</li> </ul>
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## - OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

<b>E Books Only</b>	Check out over 100 titles to assist you with your learning and development. New titles added monthly. <a href="http://www.ebooksonly.com.au">www.ebooksonly.com.au</a>
<b>Simple Truths</b>	Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. <a href="http://www.thesalesmasters.com/training-courses/simple-truths_dvd.php">www.thesalesmasters.com/training-courses/simple-truths_dvd.php</a>
<b>DVD Training Library</b>	The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. <a href="http://www.dvdtraining.com.au">www.dvdtraining.com.au</a>