



SIR30207

CERTIFICATE III IN RETAIL SERVICES

This qualification provides the skills and knowledge for an individual to be competent in retail operations and/or supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a store team.

ENTRY REQUIREMENTS

There are two alternative pathways for entry into the Certificate III in Retail. The candidate must either be recognised as competent in the 9 Certificate II Retail Operations core units through a recognised training program or recognition process or Have sufficient relevant retail employment experience. A current or previous job role that involves or has involved the application of the above competencies would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency. Examples of evidence to support a determination could include:

- job descriptions and references from current or past employers
- an entry interview to determine what competencies have been applied in the retail environment in a paid or voluntary capacity.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- sales assistant
- crew leader
- team leader
- assistant store manager
- merchandise coordinator.
- customer service representative
- shift manager
- department manager
- checkout supervisor

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- providing in-depth product and service advice in a retail environment
- selling products and services in variety of retail settings
- supervising a checkout area
- leading a team preparing and selling fast food items
- leading a department team within a large store or supermarket
- acting as an assistant to a manager of a small to medium store
- organising and maintaining work areas and displays
- carry out specific responsibilities, such as merchandising.



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CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Team Leader, Site/Department Manager, Store Manager or Area Manager.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



COURSE OUTCOMES

Gain the skills required to:

- Regularly give verbal instructions and carry out verbal instructions from other team members and supervisors, read and interpret simple workplace documents, complete written workplace forms and share work related information with team members.
- Lead small retail teams where required in the context of the job role; mentoring and supporting other team members.
- 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.
- Recognise and report faulty equipment and follow store occupational health and safety procedures.
- 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.
- Translate ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level.
- Understand how a personal job role fits into the context of the wider business values and directions and maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.
- Seek opportunities for formal education in the context of a current role and future retail job opportunities.
- Use point-of-sale systems and/or select and use a range of other retail technology.

COURSE STRUCTURE

To achieve this qualification, the student is required to complete 10 Units. This comprises 3 core units (as per the list below) and 7 elective units (at least 5 must be chosen from elective units -Group A, listed below and the remaining 2 can be chosen from the product knowledge category, also below).

Alternatively, the remaining 2 electives units may be chosen from Certificate III, Certificate IV or Diploma level qualifications that Target Training offers.

Please note the student must be recognised as competent in 9 core units of Certificate II Retail Operations before they can progress to Certificate III Retail Services



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CORE UNITS

SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security
SIRXCCS0032A	Coordinate interaction with customers OR
SIRXSLS004A	Build relationships with customers

ELECTIVE UNITS – Group A

SIRXADM002A	Coordinate a retail office
SIRXCCS003A	Coordinate interaction with customers
SIRXFIN001A	Balance point of sale terminal
SIRXFIN003A	Produce financial reports
SIRRFSA002A	Monitor a food safety program
TAEASS301A	Contribute to assessment
TAEDEL301A	Provide work skill instruction
SIRXICT003A	Operate retail information technology systems
BSBCMN301A	Exercise initiative in a business environment
BSBCMN304A	Contribute to personal skill development and learning
SIRXINV002A	Maintain and order stock
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
SIRXMER002A	Coordinate merchandise presentation
SIRXMER005A	Create a display
SIRXMPR001A	Profile a retail market
THHBFB10B	Prepare and serve non-alcoholic beverages
THHBFB12B	Prepare and serve espresso coffee
SIRXSLS003A	Coordinate sales performance
SIRXSLS004A	Build relationships with customers

ELECTIVE UNITS – Product Knowledge

SIRRRPK006A	Recommend liquor products
SIRRRPK007A	Recommend and fit clothing or footwear products and services
SIRRRPK008A	Recommend jewellery products and services
SIRRRPK009A	Recommend toddler and baby products
SIRRRPK010A	Recommend home and home improvement products and services
SIRRRPK011A	Recommend books or newsagency services
SIRRRPK012A	Recommend business and leisure products and services
SIRRRPK013A	Hire and sell video and DVD products and services
SIRRRPK014A	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services

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Learning Outcomes:

Core Units:

SIRXOHS002A Maintain Store Safety

1. Inform team members
2. Involve team members
3. Monitor and maintain a safe working environment
4. Implement emergency procedures
5. Identify need for occupational health and safety training
6. Maintain occupational health and safety records

SIRXRSK002A Maintain Store Security

1. Monitor and maintain store security

SIRXCCS003A Co-ordinate Interaction with Customers

1. Implement customer service standards
2. Implement store policy regarding customer complaints
3. Communicate with management
4. Lead customer service team

Or

SIRXSLS004A Build Relationships with Customers

1. Establish rapport with customers
2. Apply expert knowledge
3. Provide post sales support
4. Plan sales presentations
5. Implement sales presentation
6. Maintain and utilise a customer database
7. Deal with difficult customers

Elective Units Group A:

SIRXMGT001A Co-ordinate Work Teams

1. Monitor and organise staffing levels
2. Inform team members
3. Coach on-the-job
4. Motivate the team
5. Maintain staffing records

SIRXMGT002A Co-ordinate Merchandise Presentation

1. Co-ordinate merchandise presentation and display
2. Implement merchandise pricing

SIRXSLS003A Co-ordinate Sales Performance

1. Implement sales policies and procedures
2. Monitor the achievement of sales targets



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SIRXINV002A Maintain and Order Stock

1. Monitor receipt and dispatch of goods
2. Maintain Stock records
3. Co-ordinate stock take/cyclical count
4. Identify stock losses
5. Process order
6. Follow up order

TAEASS301A Contribute to assessment

1. Clarify role and responsibilities in the assessment process
2. Confirm organisational arrangements for evidence gathering
3. Collect evidence in accordance with the assessment plan
4. Record and report findings

TAEDEL301A Provide work skill instruction

1. Organise instruction and demonstration
2. Conduct instruction and demonstration
3. Check training performance
4. Review personal training performance and finalise documentation

SIRXMGT002A Maintain Employee Relations

1. Identify awards and agreements
2. Identify and minimise potential industrial problems
3. Implement dispute settlement procedures

BSBCMN301A Exercise initiative in a business environment

1. Model high standards of business practices
2. Influence individuals and groups positively
3. Make informed decisions

BSBCMN304A Contribute to personal skill development and learning

1. Identify own learning needs for skill development
2. Undertake personal skill development
3. Monitor learning effectiveness

SIRXMPR001A Profile a retail market

1. Review the image of the store
2. Research market demands for the store
3. Profile the store's customers
4. Implement methods to attract customers to the store

SIRXFIN001A Balance point-of-sale terminal

1. Remove takings from register or terminal.
2. Reconcile takings



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SIRXADM002A Coordinate Retail Office

1. Maintain office procedures.
2. Process data in response to information requests.
3. Compose reports and correspondence.
4. Maintain existing recording and filing systems.
5. Maintain computer storage media.
6. Maintain computer filing system.

SIRXCCS003A Coordinate Interaction with Customers

1. Implement customer service standards.
2. Implement store policy regarding customer complaints.
3. Communicate with management.
4. Lead customer service team.

SIRXFIN003A Produce Financial Reports

1. Enter payment summaries into journals.
2. Reconcile accounts to balance.
3. Prepare bank reconciliations.
4. Receive and document payments and takings.
5. Dispatch statements to debtors and follow up outstanding accounts.
6. Dispatch payments to creditors.
7. Generate financial documents.

SIRRFSA002A Monitor Food Safety Program

1. Monitor implementation of the food safety program.
2. Respond to occurrences of non-compliance
3. Contribute to continuous improvement

SIRXSLS004A Build Relationships with Customers

1. Establish rapport with customers
2. Apply expert knowledge
3. Provide post sales support
4. Plan sales presentations
5. Implement sales presentation
6. Maintain and utilise a customer database
7. Deal with difficult customers

SIRXICT001A Operate retail technology

1. Maintain retail equipment
2. Apply keyboard skills
3. Operate data entry equipment



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SIRXMER005A Create a display

1. Manage store merchandising.
2. Plan and manage store advertising and promotions.
3. Manage store pricing policies.
4. Manage housekeeping.

THHBFB10B Prepare and serve non-alcoholic beverages

1. Prepare and serve a range of non-alcoholic drinks
2. Use, clean and maintain equipment and machinery for non-alcoholic drinks

THHBFB12B Prepare and serve espresso coffee

1. Organise and prepare work areas
2. Provide customer service and advise customers on espresso coffee
3. Select and grind coffee
4. Extract coffee
5. Texture milk
6. Serve and present espresso coffee
7. Clean and maintain espresso machine

Elective Units – Product Knowledge:

SIRRRPK001A Recommend Books and Newsagency Services

1. Research books and newsagency products
2. Recommend books and newsagency products
3. Advise on and arrange reader and newsagency services
4. Process returns to publishers

SIRXRPK001A Recommend health and nutritional products

1. Research and develop product knowledge.
2. Identify health and nutritional products.
3. Recommend health and nutritional products.
4. Advise on health and nutritional products.

SIRXRPK002A Recommend hair, beauty and cosmetic products and services

1. Research store product range.
2. Identify hair, beauty and cosmetic products
3. Recommend hair, beauty and cosmetic products and services

SIRRRPK014A Recommend specialised products and services

1. Research product range
2. Recommend specialised products and services
3. Advise on product warranties
4. Quote on price payment options
5. Advise on and arrange product service and repair



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SIRRRPK006A Recommend liquor products

1. Research store liquor range
2. Recommend liquor products
3. Adhere to liquor licensing requirements

SIRRRPK007A Recommend and fit clothing or footwear products and services

1. Research store merchandise range
2. Recommend clothing or footwear products
3. Measure and fit clothes or footwear
4. Advise on and arrange additional services

SIRRRPK008A Recommend jewellery products and services

1. Research store product range
2. Recommend specialised jewellery products
3. Advise on jewellery product warranties
4. Protect stock
5. Advise on and arrange services and repairs

SIRRRPK009A Recommend toddler and baby products

1. Research store product range
2. Recommend baby and toddler products
3. Advise on manufacturer warranties
4. Advise on product service and repairs

SIRRRPK010A Recommend home and home improvement products and services

1. Research store product range
2. Recommend home and home improvement products
3. Advise on product warranties
4. Estimate quantities and order product
5. Negotiate price and payment options
6. Advise on and arrange product service and repair

SIRRRPK012A Recommend business and leisure products and services

1. Research store business or leisure product range
2. Recommend business and leisure products
3. Advise on product warranties
4. Negotiate price and payment options
5. Advise on and arrange product warranty claims, service and repairs

SIRRRPK013A Hire and sell video and DVD products and services

1. Research store product range
2. Recommend DVD and video products and accessories
3. Advise on membership
4. Apply store video hire and return procedures

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