



National Retail  
Association



**SIR30216**

## **CERTIFICATE III IN RETAIL SERVICES**

---

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 need sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required.

## Testimonial 1



I did the Certificate III in Retail to help me find a job. I learned loads of new skills and the trainer related them all to experiences I would deal with when working. Other people on this course were great and we all supported each other in the activities.”

*17 year old, male participant*

## Testimonial 2



The Certificate III in Retail was brilliant. Our trainers were very lovely and knowledgeable and I know that after having done this course, I have a higher chance of getting a job in the future. The quality of the training was excellent and I had heaps of help from the trainers of this course. I came onto this course having been unemployed for a number of months and I got a job the minute I finished the course. Yippee!! Thank you so much!”

*22 year old, female participant*

## Testimonial 3



This was one of the best workshop's I have ever attended. The venue, materials & assistance was excellent. I recommend this training to school leavers who want to work in retail.”

*17 year old, female participant*

## Testimonial 4



This was a very stimulating course. The flexible learning options were exactly what I needed and it was great to learn about required skills in the workplace.”

*20 year old, male participant*

# Who are the National Retail Association?

## **RTO Code 0712**

NRA training services are delivered by highly trained and qualified in-house staff with combined decades of experience and industry knowledge. Our approach is flexible and cost effective, working with employers to respond to core business needs. We achieve this by meeting with our clients and assessing the staff and businesses opportunities for improvement.

The NRA can also determine eligibility for funding options and recognition of prior learning for experienced staff members.

As your training partner, the NRA will keep you up to date on new funding opportunities.

# Who does this course target?

Participants enrolled in this qualification may be working in a retail business as front of house / customer service personnel/ retail.

# How long is the course?

The duration of the course will vary depending on the method of completion and any funding program requirements if applicable. As an example- a classroom based program may take from 6 to 8 weeks; a traineeship program may take from 6 months to 2 years.

# What jobs will this lead to?

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

# What do I need to complete to receive my Certificate III?

## **13 units must be completed:**

- **8 core units**

### **SIRXCEG001 Engage the customer**

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

### **SIRXCEG002 Assist with customer difficulties**

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

### **SIRXCEG003 Build customer relationships and loyalty**

This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty.

### **SIRXCOM002 Work effectively in a team**

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

### **SIRXIND001 Work effectively in a service environment**

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

### **SIRXRSK001 Identify and respond to security risks**

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

### **SIRXSLS001 Sell to the retail customer**

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

### **SIRXWHS002 Contribute to workplace health and safety**

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice.

- **5 elective units**

*(choose at least 3 from the list below and up to 2 from the imported electives list)*

**SIRRMER001 Produce visual merchandise displays**

This unit describes the skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with standards and requirements.

**SIRRMER003 Coordinate visual merchandising activities**

This unit describes the performance outcomes, skills and knowledge required to coordinate store visual merchandising activities and ensure adherence to organisational standards, policies and procedures for the display of merchandise.

**SIRXIND002 Organise and maintain the store environment**

This unit describes the performance outcomes, skills and knowledge required to organise, clean and maintain the work environment to ensure optimal workplace appearance and safety.

**SIRRINV001 Receive and handle stock**

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock. It requires the ability to check stock quality and quantity against order requirements; store or present stock correctly; and maintain cleanliness of stock-handling areas.

**BSBMKG401 Profile a retail market**

This unit describes the skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies.

**SIRXIND003 Organise personal work requirements**

This unit describes the performance outcomes, skills and knowledge required to organise and prioritise individual work requirements. It requires the ability to identify tasks for completion, complete tasks according to workplace requirements and respond to changes in personal work requirements.

**SIRXMGT001 Supervise and support frontline team members**

This unit describes the performance outcomes, skills and knowledge required to monitor the work activities and performance standards of team members to ensure organisational and team goals are achieved to an expected standard.

**SIRWSLS002 Analyse and achieve sales targets**

This unit describes the performance outcomes, skills and knowledge required to set, analyse and achieve personal sales targets to guide performance and monitor the progress of sales against business objectives.

**Imported electives**

**FSKOCM02 Engage in basic spoken exchanges at work**

This unit describes the skills and knowledge required to interact with others in basic spoken exchanges at work, such as following simple instructions, engaging in informal exchanges with colleagues, leaving a short telephone message, or participating in a workplace team meeting.

**FSKOCM06 Use oral communication skills to participate in workplace teams**

This unit describes the skills and knowledge required to participate in and contribute to workplace teams, such as providing services and information, communicating workplace instructions and messages, negotiating, or participating in team meetings.

# Are there any entry requirements?

## Qualification entry requirement

- There are no Qualification entry requirements to this course
- A Language, Literacy and Numeracy [LLN] assessment is required as part of the enrolment process. Where results show that additional support is needed, entry to the course will be reviewed on a case by case basis, and extra support will be planned if needed.

# Why should I take this course?

The qualification provides a pathway to work competently in a diverse range of retail settings. It will update your knowledge and build your retail skills further. Completion of this course shows employers you are capable and willing to learn, encouraging them to give you more opportunity.

# How am I assessed?

The assessment process will include the gathering of evidence to demonstrate your competence. You will be advised of the assessment requirements at the beginning of each unit. All required tasks must be completed to achieve competence within the specified unit.

# What does the course cost?

Please note: Government funding may be available for eligible candidate.



**National  
Retail  
Association**

## Contact:

3/67, St Pauls Terrace, Fortitude Valley, QLD, 4000  
1800 732 066  
[www.nra.net.au](http://www.nra.net.au)