



SIR30207 Certificate III in Retail

So what exactly is a Certificate III in Retail?

Great question! The Certificate III in Retail is broad qualification. The course covers the essentials of customer service, stock control, cash flow management and the technologies in use across the retail field. The course is useful if you are looking to enter the retail industry, or if you're already in retail, with managerial aspirations. You will gain skills in advanced selling, merchandising, management and leadership.

The Certificate III in Retail is a terrific course if you want to consolidate, or get recognition for your retail knowledge, and covers topics such as: operating a cash register, supervising a checkout area, providing product and service advice to customers, organising and maintaining displays, merchandising, sales and leadership.

Sounds great. What jobs can I get if I have a Certificate III in Retail?

If you want a position in retail, such as supermarkets, department stores, specialty stores or fast food outlets, this course is an excellent choice. Here are some possible jobs you might be interested in:

- Sales assistant
- Customer service representative
- Crew member
- Shift manager
- Team leader
- Department manager
- Assistant store manager
- Merchandiser
- Checkout supervisor.

What types of skills will I gain from a Certificate III in Retail?

This course provides you with the knowledge and skills to contribute effectively within a team environment.

- **Communication and team building:** with clients and other people in your workplace, giving and receiving feedback and providing leadership
- **Innovation and problem solving:** improving customer service, identifying and implementing possibilities for change and efficiency

- **Planning and self-management skills:** monitoring and improving your performance and workflow, and working towards team effectiveness
- **Learning:** setting and achieving goals and understanding more about your ongoing training needs
- **Technology:** using point-of-sale systems and in-store technology.

Sounds exciting. How do I actually take the course?

The Certificate III in Retail is delivered in the following formats:

1: Traditional classroom, face-to-face training with an EIM Training Instructor. These sessions are dynamic and fun and held at your local EIM Training campus.

2: Through assessment only pathways for students with substantiated work histories in the industry by Recognition of Prior Learning (RPL), and Recognition of Current Competencies (RCC). If you think you may be eligible for RPL or RCC, contact us to make an appointment.

What other qualifications do I need before I enrol?

There are two alternative pathways for entry into the Certificate III in Retail; either be recognised as competent against specified units of competency, or have sufficient, relevant retail employment experience.

If you have a Certificate II in Retail, then you definitely are ready, but even if you can show a level of competency, through a current or previous job role, work experience, references from employers, then you're ready for the next step!

So what does the course cover exactly?

The course comprises of 10 units. 3 core units, plus 7 elective units. All units are competency based and you are assessed as you progress through each part, so you

know how you are going at each step of the way. Once you finish the last unit successfully, you will attain a *Certificate III in Retail*. It's that easy!

Units you can train face-to-face at our campus include:

Core Units

SIRXCCS003A Coordinate interaction with customers

SIRXOHS002A Maintain store safety

SIRXRSK002A Maintain store security

Elective Units

SIRXSLS004A Build relationships with customers

SIRXINV002A Maintain and order stock

SIRXFIN001A Balance Point of Sale terminal

SIRXMGT002A Maintain employee relations

SIRXMER002A Coordinate merchandise presentation

SIRXMER005A Create a display

SIRXMPR001A Profile a retail market.

What study pathways can I pursue once I've achieved a Certificate III in Retail?

Once you have a Certificate III in Retail, you can choose to progress on to a Certificate IV in Retail (SIR40207). This qualification focuses more on leadership in a range of retail environments. You can also explore a wide range of

other Certificate IV qualifications to supplement your retail qualification. Contact EIM Training if you are interested in any other courses. We have course outlines similar to this one that explain our Certificate IV courses in more detail.

I want to do it. How can I pay for the course?

Pay As You Go: Pay a deposit and then have the rest deducted from your credit card or account each month over a 6 to 12 month period. In most cases, you will have your certificate before you have even paid for your course in full (refer to payment terms and conditions for more details).

For more information, contact your nearest campus : Gold Coast Robina 1300 765 064; Hervey Bay (07) 4124 6422