



## SIR30207 Certificate III in Retail (School Based Traineeship)

### So what can I expect from a Certificate III in Retail from EIM TRAINING?

Great question! The Certificate III in Retail is for those that already have experience or a Certificate II in Retail, but wish to upgrade their skills and knowledge in the industry. A course that will encourage students to develop innovative ideas and become leaders within the retail industry!

During your traineeship, you will receive training in safety, security and merchandising which will be applied in store. Students will be trained in delivering superior customer service, sales techniques and cash handling procedures. Each trainee will gain invaluable experience as a team leader, coaching and delegating tasks as directed.

### 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
- Shift supervisor
- Team leader
- Merchandise coordinator
- Cashier 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 and lead a team environment.

• **Communication and team building:** responding to customer needs in order to provide a positive retail experience and leading a small team in the retail environment.

• **Initiative and problem solving:** enhancing customer service and store performance through identification and implementation of store policy's and procedures.

• **Planning and self-management skills:** monitoring and improving your performance and workflow, whilst working towards better team effectiveness.

• **Learning:** Identify personal strengths and weaknesses in the context of the job role and recognize how to personally learn best at work.

• **Technology:** using point-of-sale systems, and use a range of in-store technology.

### How do I take the course?

At EIM Training, we endeavour to bring year 11 and 12 students together with employers who are enthusiastic in providing the environment for school based traineeships. Training is typically delivered in the work place, and assessment is conducted by a fully qualified trainer and assessor who will visit you once a month. Students will be required to work 1 day/or part thereof per week, during school hours for the duration of the qualification.

### What other qualifications do I need before I enrol?

There are two alternative pathways for entry into the Certificate III in Retail;

**1:** To have successfully completed 9 units of competency from the Retail Certificate II qualification. For additional information on this option please contact one of our friendly program coordinators.

**2:** To have sufficient previous work experience in the retail industry and be able to provide records of relevant retail employment. E.g. Resume with job related references and job descriptions.

If you have a Certificate II in Retail, then you definitely are ready to progress through the Certificate III pathway

## 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!

### Core Units

**SIRXCCS003A** Coordinate interaction with customers

**SIRXOHS002A** Maintain store safety

**SIRXRSK002A** Maintain store security

### Elective Units

**SIRXQUA001A** Develop innovative ideas at work

**SIRXINV002A** Maintain and order stock

**SIRXFIN001A** Balance Point of Sale terminal

**SIRXSLS001A** Sell products and services

**SIRXMGTO01A** Coordinate work teams

**SIRXMERO05A** Create a display

**SIRXMPR001A** Profile a retail market

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## 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.

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## How can I pay for the course?

If you're eligible for a Government funded school based traineeship, there will be no cost to the student or the employer, to undertake this qualification.

The User Choice program provides public funding for the delivery of accredited, entry-level training to apprentices and trainees, including school-based apprentices and trainees.

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## Funded schemes available for this qualification:

Government Funded Traineeships: Employers who enrol their staff in Government Funded Traineeships may also be eligible for Federal and/or State Government Funding for each trainee, for each course. This can be up to \$4000 per trainee for the employer.

**Our team will assist you in your application for appropriate funding.**

**To find out if you are eligible, contact your nearest campus: Gold Coast Robina (07) 55757575; Hervey Bay (07) 41246422**

*Information correct at time of printing. Course content, prices, dates and times are subject to variation.*