



SIR30207 Certificate III in Retail – Productivity Places Program (PPP)

So what exactly is a Certificate III in Retail?

Great question! The Certificate III in Retail is a comprehensive qualification. The course develops your skills in sales, customer service, inventory control, creative displays of merchandise and communication. The course is useful if you are looking to progress in the retail industry. The Certificate III in Retail is a terrific course if you want to improve your knowledge of the retail industry; the program

covers topics such as: operating a cash register, monitoring the safety and security of the store, recommending product and service advice to customers, organising and maintaining displays, and developing sales techniques.

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
- Shift supervisor
- Team leader
- Merchandise coordinator
- 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:** 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.

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 will provide you with the opportunities to develop your skills and knowledge. These training workshops are held at one of our modern training facilities.

2: If you already have work experience in the retail industry you could be eligible for Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC). If you are applying for this pathway, it is essential that you can provide evidence of substantiated work histories and experience within a retail workplace.

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 training package. For additional information on this option please contact one of our friendly program coordinators.

2: To have gained work experience in the retail industry and be able to provide sufficient 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!

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

SIRXMGTO02A Maintain employee relations

SIRXMERO02A Coordinate merchandise presentation

SIRXMERO05A 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?

This course is funded under the Productivity Places Program and there are no costs to eligible participants. If you are unemployed and registered with a Job Services Australia Provider, it may be worth talking to one of our consultants to see if you could be eligible for funding assistance.

If applicable, 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