



## SIR30216 Certificate III in Retail

### Qualification Description

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organizational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

### Entry Requirements

There are no entry requirements for this qualification.

### Language, Literacy and Numeracy

All applicants are required to complete a Language, literacy and numeracy assessment prior to enrolling and will require sufficient language, literacy and numeracy skills to be able to complete the assessment. This program requires sound communication and interpersonal skills, the capacity to read and interpret written instructions and the ability to analyse and write reports in context to the job role.

### Licensing/Regulatory Information

No occupational licensing, legislative or certification requirements apply to this qualification at the time of publication.

### Employment Pathways

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 front line sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

### Education Pathways

SIR40316 Certificate IV in Retail Management

## Packaging Rules:

13 units must be completed:

- 8 core units
- 5 elective units

## Core Units

SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

## Elective Units

SIRRINV001	Receive and handle retail stock
SIRXMKT001	Support marketing and promotional activities
SIRRMER003	Coordinate visual merchandising activities
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements

## Location\*

This course is delivered offsite at a venue negotiated with the client.

## Duration\*

12 – 18 months in an actual workplace setting

## Mode of delivery

All courses offered by TABMA Training are delivered to meet student needs in a similar format with either face to face tuition and/or mentoring support. Some programs have a class based training schedule to assist students with more comprehensive subjects and assessments.

Students are expected to attend all classes and successfully complete all tasks and activities during the course. There are also activities to be completed outside of the workshops. These activities are aimed at allowing the learners to apply the course content in their own workplace environment.

## Assessment type:

The assessments are competency based and use an open book approach book comprising both theoretical and practical exercises. These assessments typically include written questions; case studies/scenarios; individual assessment, and practical tasks in a simulated workplace environment.

## Recognition of Prior Learning / Credit Transfers:

### Recognition of Prior Learning

Students may be eligible to apply for recognition of their chosen qualification by providing evidence of their previous training, employment experience or other life skills that meet qualification requirements. Successful applications may result in a reduced training time.

### Credit Transfer

Students may be eligible to apply for credit transfer. This is where you can provide evidence of previous studies where there is equivalence to the units of competency within the course. (Please refer to student handbook).

## Costs

### QLD funding:

This training is subsidised by the Department of Employment, Small Business and Training (DESBT) under Qld User Choice:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

\$2710 concessional and non-concessional \$2033 (student fee \$648).

### NSW Funding:

NSW Smart and Skilled - [this training is subsidised by the NSW Government.](#)

<https://smartandskilled.nsw.gov.au/for-students>

NSW: \$5250 per full qualification (Student Fee: \$1000)

## Contact us:

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*\* Duration and location are subject to negotiation between client and TABMA Training*