

SIR30216 Certificate III in Retail



OCTEC LIMITED
**TRAINING
SERVICES**

RTO Number 90142

About the course:

This qualification reflects the role of individuals who have the primary responsibility of engaging customers, maintaining daily store operations, and delivering on organisational expectations.

This course provides participants with a pathway to possible work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Delivery Mode:

Face to Face classes available plus online delivery or mixed mode.

Entry Requirements:

Students must have access to a computer, stable internet connection and a working microphone and camera (online programs only).

How long will my training program run?

All students have up to 12 months to complete their qualification. Specific course schedules will be provided prior to enrolment for each program.

SIR30216 - Certificate III in Retail - 13 units

Unit Selection:

SIRXCEG001	Engage the customer	CORE
SIRXCEG002	Assist with customer difficulties	CORE
SIRXCEG003	Build customer relationships and loyalty	CORE
SIRXCOM002	Work effectively in a team	CORE
SIRXIND001	Work effectively in a service environment	CORE
SIRXRSK001	Identify and respond to security risks	CORE
SIRXSLS001	Sell to the retail customer	CORE
SIRXWHS002	Contribute to workplace health and safety	CORE
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	ELECTIVE
SIRXIND003	Organise personal work requirements	ELECTIVE
SIRXHWB001	Maintain personal health and wellbeing	ELECTIVE
BSBPEF301	Organise personal work priorities	ELECTIVE
BSBOPS304	Deliver and monitor a service to customers	ELECTIVE

Please be aware unit electives may change depending on specific student needs or requirements



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Employment Outcomes:

This course provides broad skills that can be used in a variety of industries. Occupational outcomes include:

- Retail Consultant
- Sales Assistant
- Customer Service Representative
- Point of Sales Operator

Student Fees:

The price for this qualification is based on specific eligibility requirements and/or concessional evidence. Subsidies may be available to individuals. We have a range of payment options available, and the potential for state funding. Please contact us for more information.

First qualification	\$1450
Subsequent qualification	\$1750
Traineeship	\$0
Concession	\$240
Exemption	\$0
Fee-for-Service	\$4000

Smart and Skilled Availability in NSW:

OCTEC Limited can deliver this qualification via Smart and Skilled funding available for eligible participants. Enrolling students will need to meet the eligibility requirements listed on www.smartandskilled.nsw.gov.au

This training is subsidised by the NSW Government.

Eligibility for Training:

- Students will need to complete a Language, Literacy and Numeracy (LLN) test, and achieve the appropriate ACSF LLN level for this qualification.
- Able to provide a Unique Student Identifier (USI).
- Evidence of Citizenship, Australian Permanent Residency, Humanitarian Visa holder or NZ Citizen.

Additional information

This flyer provides basic information about this program. For full details of this program, and the service that OCTEC Training Services provide, please refer to our Learner Handbook.

Students must review the Learner Handbook before enrolling into this program.

For further details and information, please contact OCTEC Training Services.



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