







SIR30216 – Certificate III in Retail (Traineeship)










Our expert trainers will work with you to:

-  Develop selling and customer engagement skills
-  Control stock
-  Implement operational plans
-  Work on marketing and manage promotional activities

About this course

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is 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.

Overview

-  **Where:** In the workplace or appropriate venue as discussed at enrolment
-  **Duration:** 8 sessions through 2-hour training sessions scheduled every 4 weeks
-  **Entry Requirements:** No Entry Requirements for this qualification
-  **Intake:** Ongoing
-  **Fees:** www.wts.edu.au
-  **Possible Job Outcomes** Customer Service Assistant, Retail Supervisor, Sales Counter, Sales Representative, Team leader, Senior Sales assistant, Frontline Sales Assistant, Team Leader.
-  **Pathway**
 -  **SIR40316** Cert IV in Retail Management
 -  **SIR50116** Diploma of Retail Leadership **OR**
 - SIR50217** Diploma of Visual Merchandising **OR**
 - SIR50317** Diploma of Retail Merchandise Management







Sessions	Unit of Competency to be addressed	Brief Outline of Session Content
1+2	SIRXCOM001 - Communicate in the workplace to support team and customer outcomes (E)	<ul style="list-style-type: none"> Program induction and commencement Use effective communication techniques Respond to diversity in communication Confirm and respond to workplace requirements
	SIRXIND001 – Work effectively in a service environment (C)	<ul style="list-style-type: none"> Source and use information on employment rights and responsibilities Work within organisational requirements Use effective work habits
3	SIRXCEG001 - Engage the customer (C)	<ul style="list-style-type: none"> Promote a customer focused culture Foster the customer culture Monitor and adjust customer service
	SIRXCEG003- Build customer relationships and loyalty (C)	<ul style="list-style-type: none"> Advise on customer service needs Support implementation of customer service strategies Evaluate and report on customer service
	SIRXCEG002 - Assist with customer difficulties (C)	<ul style="list-style-type: none"> Act safely in the workplace Follow emergency procedures Participate in workplace health and safety practices
4	SIRXSLS001 - Sell to the retail customer (C)	<ul style="list-style-type: none"> Establish customer needs Provide advice on products and services Facilitate the sale of products and services
	SIRWSLS002- Analyse and achieve sales targets (E)	<ul style="list-style-type: none"> Analyse sales targets Determine factors affecting attainment of sales targets Attain sales targets
5	SIRXWHS002- Contribute to workplace health and safety (C)	<ul style="list-style-type: none"> Act safely in the workplace Follow emergency procedures Participate in workplace health and safety practices
	SIRXRSK001- Identify and respond to security risks (C)	<ul style="list-style-type: none"> Identify potential security risks Respond to security breaches Report on security issues
6	SIRXIND005- Develop personal productivity (E)	<ul style="list-style-type: none"> Assess personal skill level Undertake personal development activities Apply skills and knowledge to the workplace
	SIRXCOM003- Promote team cohesion (E)	<ul style="list-style-type: none"> Plan goal attainment Facilitate teamwork and goal attainment Demonstrate responsibility for achievement of team goals Report on goal attainment
7	SIRXCOM002 – Work effectively in a team (C)	<ul style="list-style-type: none"> Communicate with team members Actively participate in retail teams
	SIRMER003 – Coordinate visual merchandising activities (E)	<ul style="list-style-type: none"> Coordinate visual merchandise requirements Supervise visual merchandise activities Review impact of visual merchandise activities

(C)Indicates Core Unit (E) Indicates Elective units

To be successful in completing this certification, you must complete a total of 13 units, 8 core units and 5 electives.

*If the student is not progressing as per the training plan a catch-up session will be needed.

Assessment methods may include:

-  Written work
-  Project/Case study
-  Supervisor/Third party
-  Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
-  Role play
-  Learning activities

To meet the needs of individual apprentices, WTS offers a blended, flexible delivery model.

Our program is structured on a monthly calendar that is a combination of the following delivery methods:

- trainer guided online learning and assessment
- face to face practical workshops
- workplace supervised portfolio tasks
- trainer feedback and instruction

Blended learning requires self-discipline.

You need to commit and make time to attend online lessons and practical workshops and complete the assigned activities as directed by your Trainer / Assessor in the set timeframes.

Victorian and Commonwealth Government Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au

