



ARA
Retail Institute

Division of Australian Retailers Association

SIR30216

CERTIFICATE III

IN RETAIL

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.



Work based [General Merchandising] [Food Safety]

ABOUT US

RTO Code: 4049

As a service provider under the banner of the Australian Retailers Association, the ARA Retail Institute provides education and consulting solutions to members and the broader retail industry. Managed by a group of highly skilled retailers, the institute is attuned to the needs of the industry and delivers support that is progressive and aligned with our client's development plans.

TARGET AUDIENCE

Participants enrolling in this qualification will be employed in a Retail environment and will have completed a Certificate III in Retail and / or have relevant experience in a Retail environment as per the entry requirements.



COURSE DURATION

This course will be delivered over 7 months with a total Volume of Learning of 1206 hours. This will be achieved by scheduling classes for 1 day (2 hours per day) per month over 7 months.

The total volume of learning will comprise of the following:

- **Supervised Instruction**
7 work based sessions (2 hours per session) completed over 7 months
- **Email + telephone communication as required**
Approx. 2 hours
- **Unsupervised activities**
Approx. 20 hours of homework/research per month (over 7 months)
- **On the job application**
7 months (150 hours per month)

]→ JOB ROLES

Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

UNIT OVERVIEW

13 units must be completed:

- 8 core units
- 5 elective units

[G]eneral Merchandising stream
[F]ood Safety stream



SIRXCEG001 - Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

SIRXCEG002 - Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

SIRXCEG003 - Build customer relationships and loyalty

This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty.

SIRXCOM002 - Work effectively in a team

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

SIRXIND001 - Work effectively in a service environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

SIRXRSK001 - Identify and respond to security risks

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

SIRXSLS001 - Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

SIRXWHS002 - Contribute to workplace health and safety

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice.

SIRRINV002 - Control stock ^{[G][F]}

This unit describes the performance outcomes, skills and knowledge required to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of any type of stock.

SIRRRTF001 - Balance and secure point-of-sale terminal ^{[G][F]}

This unit describes the performance outcomes, skills and knowledge required to balance and reconcile a register or terminal in a retail environment, clear registers, count money, calculate non cash transactions, and reconcile and record takings.

SIRXIND005 - Develop personal productivity ^{[G][F]}

This unit describes the performance outcomes, skills and knowledge required to improve personal productivity in the workplace by assessing current skill level and engaging in personal development to address identified skill gaps.

SIRRMER001 - Produce visual merchandise displays ^[G]

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

SIRXMKT001 - Support marketing and promotional activities ^[G]

This unit describes the performance outcomes, skills and knowledge required to support the implementation of marketing and promotional activities.

SIRRFSA001 - Handle food safely in a retail environment ^[F]

This unit describes the performance outcomes, skills and knowledge required to handle food safely in the retail environment following organisational food safety procedures and relevant legislation and standard procedures.

SIRRMER002 - Merchandise food products ^[F]

This unit describes the performance outcomes, skills and knowledge required to prepare and maintain the display of food products.



ENTRY REQUIREMENTS

Qualification entry requirement

- There are no Qualification entry requirements to this course

ARA entry requirement

- The participants are required to have internet access and basic technology skills when undertaking this qualification.
- Entry requirement questionnaire, including Language, Literacy and Numeracy (LLN) test, is undertaken during the enrolment/prior the commencement of the course. Where the outcome indicates that the participant requires additional support for their LLN skills, it would be reviewed on case by case basis.

Pathways

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

- *Pathways from the qualification*

After achieving SIR30216 Certificate III in Retail, individuals may undertake:

- » SIR40316 Certificate IV in Retail Management

Assessment Methods

The assessment process will include the gathering of evidence to demonstrate the student's competence. You will be advised of the assessment requirements at the beginning of each unit through documented assessment tasks that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.

Your competencies for each unit will be assessed through the following assessment methods:

- *Knowledge Assessment Tool (KAT)*

The assessment focuses on assessing the knowledge evidence of the unit of competencies in the form of written questions.

- *Skills Application Tool (SAT)*

The assessment focuses on assessing the performance evidence of the units of competencies in the form of practical demonstration.

- *Retail Innovation Tool (RIT)*

This assessment is started with case study / facts / specific retail standard to explore and provide you with some insights by answering the questions and implement them in the different context.

Cost

Please note: government funding may be available for eligible candidate.

Please refer to the current Statement of Fees for further details on ARA Retail Institute website.

This training is delivered with State and Commonwealth Government funding.

We value equity and promote awareness of disadvantaged learners which has broader social, community and economic benefits.



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