



Certificate III in Retail SIR30216

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

Job roles:

- Frontline sales assistant
- Customer service representative
- Shop assistant

To gain the Qualification – 13 Units must be completed. (To enrol in this qualification candidates must have relevant Retail experience or have recognised entry level competence. Contact us for further details).

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

- BSBMKG431 Access marketing opportunities
- SIRRRTF001 Balance and secure point-of-sale terminal
- SIRRMER001 Produce visual merchandise displays
- SIRRINV001 Receive and handle retail stock
- SIRXIND002 Organise and maintain the store environment

The NSW Department of Education has recognised our organisation as a High Performing Provider

Traineeship – this course can be undertaken as a traineeship
Smart and Skilled funding - upon eligibility this training is subsidised by the NSW Government

Contact us for more information:

TEAMS Training
Phone: 02 6732 2080
Website: teamstraining.com.au
Email: ttadmin@teamstraining.com.au
Social: [Join us on LinkedIn](#)

RTO Provider No: 91852

