

Certificate III in Retail

SIR30216

 **Designer Life**
EMPLOYMENT • TRAINING • CAREERS

If you have great people skills and want to start a career in retail, this course will help you gain exceptional customer engagement and store operations knowledge.

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.

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.

TOTAL COURSE UNITS – 13

8 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

5 ELECTIVE UNITS

- CHCDIV001** Work with diverse people
- SIRRINV001** Receive and handle retail stock
- SIRXIND003** Organise personal work requirements
- BSBOPS305** Process customer complaints
- BSBSUS211** Participate in sustainable work practices

^ As course completion is based on the determination of competency, the total time taken to complete the course will vary based on the student's cohort and their existing skills and knowledge.



ENTRY REQUIREMENTS

- No formal entry requirements
- Students enrolling online must have access to an internet connected computer with webcam and microphone, PDF reader, and word processing and spreadsheet software



TRAINING DELIVERY

- Face to Face Classes, Self paced
- OR
- Online with our skilled trainers



COURSE DURATION

- Up to 12 months^



CAREER OPPORTUNITIES

- Sales team leader (retail)
- Customer service representative
- Sales assistant
- Retail assistant



COURSE FEE \$ 1800

* You may be eligible for government subsidised training. Contact us for more information and eligibility check.

**FUNDING
OPTIONS
AVAILABLE***
CONTACT US TO
CHECK YOUR
ELIGIBILITY



PLEASE NOTE: Some courses have entry requirements, additionally not all courses are available at all Designer Life locations. Please speak with our enrolment team or check out our website for more information prior to enrolment.

**REGISTER
NOW!**

