



SIR30216

Certificate III in Retail

Developing confident retail
professionals

Fees starting at \$0*

*This training is subsidised
by the NSW Government.
Eligibility criteria applies

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. 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.

Scan for more information!



Job Roles and Titles Relevant to this Qualification

- Retail Sales Assistant
- Customer Service Representative
- Point of Sale (POS) Operator
- Merchandise Assistant
- Supervisor/Team

Version 25.1.0

Program Outline	
Qualification	SIR30216 Certificate III in Retail
Duration	12-month enrolment period
Delivery options	Work-based or Blended
Suitable for	New and experienced retail professionals

Units of Competency (UOCs)

This qualification includes 13 units of competency: 8 core UOCs and 5 elective UOCs
Please note – unit selection for VET in Schools pathways are determined in line with Training Package requirements and the NESA curriculum

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
SIRRMER001	Produce visual merchandise displays	Elective
SIRXPDK001	Advise on products and services	Elective
SIRRFSA001	Handle food safely in a retail environment	Elective
SIRRMER002	Merchandise food products	Elective
SIRXPDK002	Advise on food products and services	Elective
CHCDIV001	Work with diverse people	Elective
SIRXCEG006	Provide online customer service	Elective
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Elective
SIRXSLS002	Follow point-of-sale procedures	Elective

Enrolment options	New Entrant Traineeship (NE)*	Existing Worker Traineeship (EW)	Smart & Skilled Entitlement (EFQ)*	School Based Traineeship (SBAT)*	School External VET (EVET)
Fee-free available	Yes*	No	Yes*	Yes*	No
Subsidised fees available*	Yes*	No	Yes*	Yes*	Yes^
Employment status	Full time or Part time	Full time or Part time	N/A	Part time	N/A
Min. employment hours	21 hours p/w	21 hours p/w	N/A	7 hours p/w	70 work placement hours
Enrolment duration	24 months	24 months	12 months	24 months	9 months
Competency-based early completion	Yes	Yes	Yes	Yes	Yes
Course fee*	\$0 - \$1,000*	\$P.O.A	\$0 - \$1,750*	\$0 - \$1,000*	\$P.O.A

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^ EVET fees are determined by the student's school and LRG. Please contact your school's Careers Adviser for more information.

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