



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

Grow your career with a nationally recognised qualification that builds the practical skills employers value in today's retail environment.

Through this qualification you'll develop core capabilities such as customer communication, product knowledge, sales techniques, safe work practices, teamwork, and problem-solving. It equips you with the confidence to interact professionally with customers and contribute positively to a retail team.

You'll learn to provide exceptional customer experiences while working effectively in fast-paced retail settings such as stores, supermarkets, specialty shops, and service counters. You'll be equipped to support daily retail operations, respond to customer needs, and apply organisational procedures, giving you a strong foundation for ongoing employment and career progression within the retail industry.

Start your career with confidence and **enrol today!**

Job Roles and Titles Relevant to this Qualification

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

Scan for more information



Version 26.1.1

Program Outline

Qualification	SIR30216 Certificate III in Retail
Duration	12-month enrolment period
Delivery options	Work-based or blended: learning via workplace, classroom, virtual and/or distance modes
Suitable for	New and experienced retail professionals
Work placement	This qualification has no mandatory work placement requirements. School External VET (EVET) programs require a minimum of 70 hours of work experience.

Units of Competency (UOCs)

This qualification includes 13 units of competency: 8 core UOCs and 5 elective UOCs

SIRXIND001	Work effectively in a service environment	Core
SIRXCOM002	Work effectively in a team	Core
SIRXWHS002	Contribute to workplace health and safety	Core
SIRXRSK001	Identify and respond to security risks	Core
CHCDIV001	Work with diverse people	Elective
SIRXSLS001	Sell to the retail customer	Core
SIRXSLS002	Follow point-of-sale procedures	Elective
SIRXPDK001	Advise on products and services	Elective
SIRXCEG001	Engage the customer	Core
SIRXCEG003	Build customer relationships and loyalty	Core
SIRXCEG002	Assist with customer difficulties	Core
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Elective
SIRRMER001	Produce visual merchandise displays	Elective
SIRXPDK002	Advise on food products and services	Elective
SIRRMER002	Merchandise food products	Elective
SIRRFSA001	Handle food safely in a retail environment	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
Minimum employment hours	21 hours per week	21 hours per week	N/A	7 hours per week	N/A
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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www.kts.edu.au

PO Box 3380

TUGGERAH NSW 2259

02 4353 7188

info@kts.edu.au

KARBEN Training Solutions National Identifier 91167

Monka Pty Ltd 90 102 857 689 t/a KARBEN Training Solutions (RTO)

