



# A smarter future

Our consultants can work with you to identify essential skills needed by your workforce and design a training solution to drive your business forward across business sectors that include:

- > Business Services
- > Competitive Systems & Practices
- > Management
- > Manufacturing
- > Printing & Graphic Arts
- > Retail Services
- > Sales & Customer Service
- > Transport & Logistics

For more information, visit Spectra Training at [www.spectra.edu.au](http://www.spectra.edu.au) or phone our friendly team on **03 9292 8000** or email [info@spectra.edu.au](mailto:info@spectra.edu.au)

#### Melbourne Office (Head Office)

Level 7, 628 Bourke Street  
Melbourne VIC 3000

P +61 03 9292 8000

Spectra Training is a business name of  
CLB Training & Development Pty Ltd  
TOID 21356

#### Sydney Office:

Level 6, 333 Kent Street  
Sydney NSW 2000

#### Brisbane Office:

55 Ipswich Road  
Woolloongabba QLD 4102

#### Adelaide Office:

Unit 17, 169 Unley Rd,  
Unley SA 5061

#### Perth Office:

Level 1, 120 Roe Street,  
Northbridge WA 6003



## Certificate III in Retail

SIR30216 CERTIFICATE III IN RETAIL



#### Course Overview

This qualification covers the skills and knowledge required to work effectively in a retail environment, with a focus on quality customer service, fostering repeat business, enhancing organisation image, and maximising sale opportunities.

MELBOURNE → SYDNEY → BRISBANE → ADELAIDE → PERTH



# Retail

## The Spectra Training Difference

Spectra’s Dynamic Training System offers the unique experience of group training delivered in workshops and on the job. This system ensures practical application of learning in your workplace so staff enjoy training and can apply their skills and knowledge.

- > Spectra Training engages with workplace mentors to ensure the training provides real benefits and improvements that help retain staff and add value to your business.
- > Our trainers are industry experienced professionals who can ensure measurable outcomes.
- > Minimal disruption to your operations as we understand day to day work pressures.
- > We engage directly with industry and implement training strategies that will respond to industry’s specific needs using our in-house instructional design writers.
- > We identify where individuals may need extra support and assistance to complete their training.

## SIR30216 CERTIFICATE III IN RETAIL

### Course Overview

This qualification covers the skills and knowledge required to work effectively in a retail environment, with a focus on quality customer service, fostering repeat business, enhancing organisation image, and maximising sale opportunities. It includes core principles and practices including stock control and inventory, merchandising, cash handling and security procedures.

### Delivery and Assessment Methods

Delivery is a combination of group workshops and coaching sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are further developed and practised in the coaching sessions. Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

### Entry Requirements

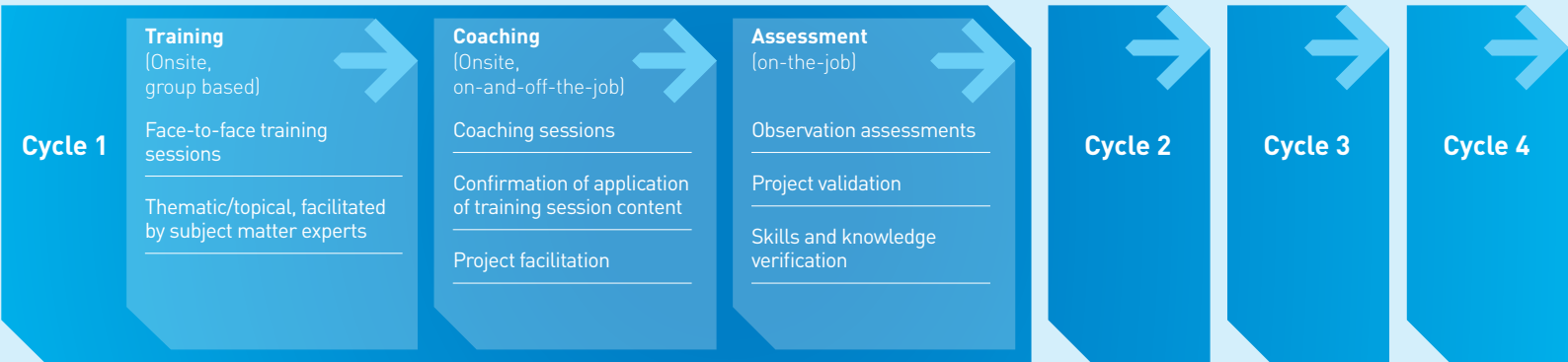
Participants must be employed in a retail setting such as speciality stores or department stores in a customer facing role. Participants must also have English language, literacy and numeracy skills equivalent to Year 9 of compulsory schooling, as a minimum.

### Duration

This program is typically delivered over a 12 month period; however, this can vary according to client needs and can be negotiated during the consultation process.

## Course Structure

### Dynamic Training System Cycle



### Proposed Training Program

Pre-Training	Induction	Pre-training review, including: ➤ Skills recognition application (if applicable) ➤ Language, Literacy and Numeracy assessment	➤ Identification of learner support needs ➤ Program overview	Learner Induction
				Mentor Induction
Cycle No.	Title	Topics Covered	Units	
Cycle 1	Store Safety and Security	➤ Apply safe work practices ➤ Identify and remove hazards ➤ Recognise emergency situations ➤ Maintain security of merchandise and cash ➤ Respond to security breaches ➤ Reporting procedures	Contribute to workplace health and safety (SIRXWHS002) – CORE UNIT	
			Identify and respond to security risks (SIRXRSK001) – CORE UNIT	
Cycle 2	Presentation and Marketing	➤ Create appealing displays ➤ Present and recommend products ➤ Pricing and markdowns ➤ Maintain stock and inventory records ➤ Advise and support marketing activities ➤ Maintain promotional signage	Produce visual merchandise displays (SIRRMER001)	
			Receive and handle retail stock (SIRRINV001)	
			Support marketing and promotional activities (SIRXMKT001)	
			Recommend products and services (BSBPRO301)	
Cycle 3	Customer Service	➤ Sell products and services ➤ Exceptional customer service skills ➤ Provide information ➤ Build rapport and maintain relationships ➤ Maximise sales ➤ Deal with conflict ➤ Enhance organisation ➤ After sales service ➤ Manage a database ➤ Loyalty programs	Engage the customer (SIRXCEG001) – CORE UNIT	
			Sell to the retail customer (SIRXSL001) – CORE UNIT	
			Assist with customer difficulties (SIRXCEG002) – CORE UNIT	
			Build customer relationships and loyalty (SIRXCEG003) – CORE UNIT	
Cycle 4	Personal Performance	➤ Cultural diversity ➤ Effective communication ➤ Employment rights and responsibilities ➤ Quality standards ➤ Daily planning	Work effectively in a team (SIRXCOM002) – CORE UNIT	
			Work effectively in a service environment (SIRXIND001) – CORE UNIT	
			Organise personal work requirements (SIRXIND003)	



### Pre-training Review

Prior to the commencement of training, a pre-training review will be undertaken to ascertain the participant’s current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

### Mentor Induction and Engagement

Spectra Training believes that it is very important to have effective workplace mentors from your business engaged in this learning. This ensures that the knowledge and skills are reinforced throughout the program and that the participant progresses through and completes the course. Workplace mentors are comprehensively inducted into the program so their roles and responsibilities are well understood.

### Pathway / Careers

Successful completion of this program can lead to career opportunities such as Sales Assistant, Customer Service Representative, Point-of-Sales Operator or Retail Supervisor, in a diverse range of retail settings.

Further study can be undertaken in the Certificate IV in Retail Management (SIR40316)

### Access and Equity

Spectra Training is committed to ensuring people with special needs have equal opportunity and access to its courses. Spectra Training is committed to identifying and supporting the learning needs of each individual and encourages people of all abilities to apply to undertake learning.

### Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: [www.spectra.edu.au](http://www.spectra.edu.au)

Spectra’s Refund Policy is also published on the website.

### Eligibility / Government Funding

Spectra Training is a national provider of workplace training. For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government. For information on eligibility criteria, please consult the Spectra Training website.

For further information on state/territory initiatives or details of an Australian Apprenticeship Centre please visit: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)