RETAIL SERVICES
SIR30216 Certificate III in Retail

COURSE DETAILS

<table>
<thead>
<tr>
<th>Details</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Hours</td>
<td>240 hours</td>
</tr>
<tr>
<td>Type</td>
<td>Board Developed Course</td>
</tr>
<tr>
<td>Duration</td>
<td>2 years</td>
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<tr>
<td>Unit Value</td>
<td>2 unit Preliminary</td>
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<tr>
<td>HSC Exam</td>
<td>Yes</td>
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<tr>
<td>ATAR</td>
<td>Yes</td>
</tr>
<tr>
<td>Work Placement</td>
<td>Mandatory 70 hours</td>
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<tr>
<td>SBAT</td>
<td>Opportunity to complete a School Based Traineeship and gain credit towards the HSC</td>
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<tr>
<td>RECOGNITION</td>
<td>National and HSC Qualification</td>
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ABOUT

With this qualification the student is able to perform roles such as:
- Providing product and service advice in a retail store
- Selling products and services in a variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Checking stock, rotate and replenish retail shelves
- Organising and maintaining work areas, merchandising and building displays

JOB ROLES

- Individuals with this qualification are able to perform roles, such as:
  - Provide and service advice in a retail store
  - Sell products and services in a variety of retail settings
  - Work as a checkout operator
  - Check stock and replenish shelves
  - Organise and maintain work areas and displays.

PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.

CAREER PATHWAYS

Sales Assistant
Retail Office Assistant
Sales Administrator
Retail Store Manager
Customer Service Representative

DUTIES AND TASKS OF A SALES ASSISTANT

Sales assistants may perform the following tasks:
- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers and accept payment, or prepare finance arrangements (invoices and contracts, for example)
- Take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- Package goods for customers and arrange delivery
- Price, stack and display items for sale and keep the store tidy and attractive
- Be aware of health, safety and welfare issues and practices
- Participate in stocktaking (counting and describing the goods in stock)
- Arrange for the repair of damaged goods or advise on necessary repairs
- Order items.

STUDENT OUTCOMES for Certificate III in Retail Services

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Retail Services

All statistics are supplied by the National Centre for Vocational Education Research

Further reading:

Retail: Top Industries
Retail: Starting Salary
Retail: Employment Outcomes