



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
- > Property Services
- > Retail Services
- > Sales & Customer Service
- > Transport & Logistics

For more information, visit Spectra Training at www.spectra-training.com or phone our friendly team on **1300 808 010** or email enquiry@spectra-training.com

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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.

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Retail

The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual 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 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.
- > Hands on support for individuals as some staff need additional training assistance.

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

Entry Requirements

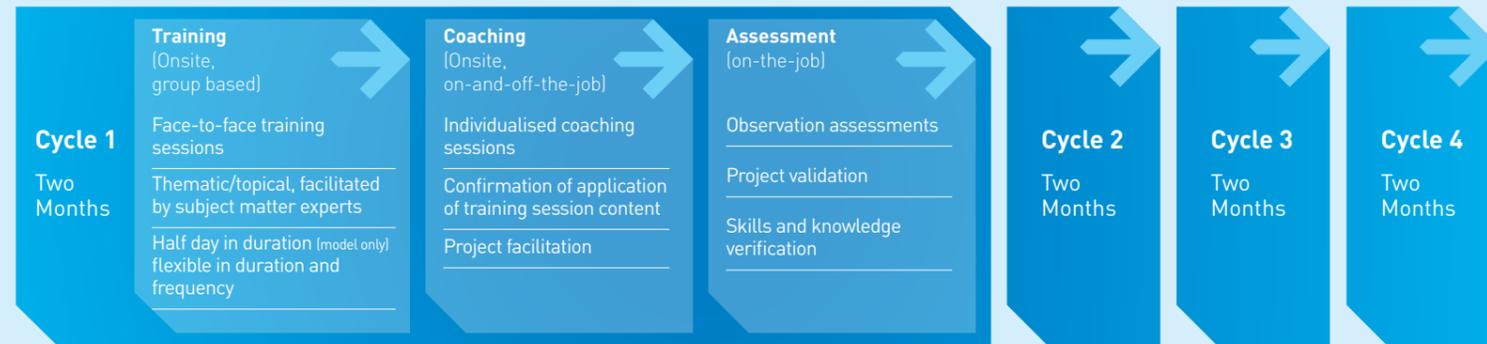
Participants must be employed in a retail setting such as speciality stores or department stores in a customer facing role. Participants must also have English language, literacy and numeracy skills equivalent to Year 9 of compulsory schooling, as a minimum.

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:	Learner Induction
		<ul style="list-style-type: none"> > Skills recognition application (if applicable) > Language, Literacy and Numeracy assessment 	<ul style="list-style-type: none"> > Learner needs analysis > Program overview
Cycle No.	Title	Topics Covered	Units
Cycle 1	Store Safety & Security	<ul style="list-style-type: none"> > Apply safe work practices > Identify and remove hazards > Recognise emergency situations > Maintain security of merchandise and cash > Respond to security breaches > Reporting procedures 	<ul style="list-style-type: none"> Contribute to workplace health and safety (SIRXWHS002) Identify and respond to security risks (SIRXRSK001)
Cycle 2	Store Presentation	<ul style="list-style-type: none"> > Create appealing displays > Present products > Pricing and markdowns > Maintain stock and inventory records > Cultural diversity > Effective communication 	<ul style="list-style-type: none"> Produce visual merchandise displays (SIRRMER001) Receive and handle retail stock (SIRRINV001) Work effectively in a team (SIRXCOM002)
Cycle 3	Personal Performance	<ul style="list-style-type: none"> > Employment rights and responsibilities > Quality standards > Daily planning > Cash handling procedures > Balance and reconcile a register > Identify and resolve discrepancies 	<ul style="list-style-type: none"> Work effectively in a service environment (SIRXIND001) Organise personal work requirements (SIRXIND003) Balance and secure point-of-sale terminal (SIRRRTF001)
Cycle 4	Customer Service	<ul style="list-style-type: none"> > Sell products and services > Exceptional customer service skills > Provide information > Build rapport > Maximise sales > Deal with conflict 	<ul style="list-style-type: none"> Engage the customer (SIRXCEG001) Sell to the retail customer (SIRXSL001) Assist with customer difficulties (SIRXCEG002)
Cycle 5	Customer Relationships	<ul style="list-style-type: none"> > Marketing plans > Maintain promotional signage > Enhance organisation > After sales service > Manage a database > Loyalty programs 	<ul style="list-style-type: none"> Support marketing and promotional activities (SIRXMKT001) Build customer relationships and loyalty (SIRXCEG003)



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 is available in the National Fees Booklet available on the Spectra website: www.spectra-training.com.

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

Eligibility / Government Funding

Spectra Training is a national provider of workplace training (TOID 21356). 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: www.spectra-training.com for state/territory contact details or an Australian Apprenticeship Centre: www.australianapprenticeships.gov.au