



Certificate III in Retail Operations

National Course Code: SIR30212

Training Package: SIR07 Retail Services Training Package

(Provider Code: 22114)

Qualification Description:

This qualification provides the skills and knowledge for an individual to be competent in retail operations.

Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

Licensing/Regulatory Information:

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Updated Qualification:

The course in which you are enrolled is up to date and during or after your enrolment, with national industry standards, the Institute reserves the right to transition you into an alternate course. If this becomes necessary, the Institute will advise you of the change and the arrangements which will be available for you to complete your alternate course.

Entry requirements for the Qualification

To undertake this qualification, individuals will have previous retail experience in roles, such as:

- applying point-of-sale handling procedures
- interacting with customers
- operating retail technology
- performing stock control procedures
- applying safe work practices
- communicating in the workplace
- minimising theft

Examples of evidence of retail experience may include:

- **job descriptions and references from current or past employers**
- **an entry interview to determine retail operational experience**

Recognition of prior Learning

Credit or recognition for units may be granted based on previous learning, studies, and work or life experiences. Contact Administrative services for further information or email us on

admin@aat.edu.au



Thinking of higher education

Thinking of studying next year? Not sure if you should go to TAFE or Uni? Try studying at All Australian Training for more friendly and flexible way of studying with nationally recognised qualifications which leads to higher pathway

What units to be completed by the students (14 units)

SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXSLS201	Sell products and services
SIRXSLS303	Build relationships with customers
SIRXWHS101	Apply safe work practices
SIRXWHS302	Maintain store safety
BSBWOR202	Organise and complete daily work activities
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXICT001A	Operate retail technology
SIRXSLS002A	Advise on products and services
SITHFAB201	Provide responsible service of alcohol
SIRXFIN002A	Perform Retail Finance Duties

The above list includes units being offered at All Australian Training and that are required to complete this qualification. Other colleges may offer different elective options. If licensing in another State other than NSW is required, please check requirements with the relevant State.

How much is the course?

Smart and Skilled Student Fees

The cost of this course will vary based on your eligibility for a Smart and Skilled Student Fee. Eligibility criteria can be found on the Smart and Skilled website <https://smartandskilled.nsw.gov.au/> or you can call us on 04 2660 3503/ 02 8872 8903 for further information and advice.

First qualification \$1,440
Second qualification \$1,730
Concession \$240
Non-government subsidised fee \$5,230

When enrolling under a Smart and Skilled entitlement and where you are eligible for 100% credit from previous studies, your student fee contribution will be zero. However, you will be required to pay an administration fee for the production of your testamur.

How do I enrol?

Enrol now (admin@aat.edu.au)

Unique Student Identifier (USI)

From 1 January 2015, all students participating in Nationally Recognised Training in Australia will need to have a Unique Student Identifier, or USI. This includes students completing an apprenticeship, skill set, and certificate or diploma course. A USI gives you access to your online USI account and will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Your results will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

How to get a USI

It is free and easy for you to create your own USI online at www.usi.gov.au. Your local Customer Service office can also provide further information and assistance. For assistance please call us on our admin desk line **04 2660 3503/02 8872 8903**.