

SIR30216 Certificate III in Retail		
One Year Delivery - Year 12		
Core Elective	Unit Code	UOC Title
E	BSBSUS201	Participate in environmentally sustainable work practices
E	SIRRMER001	Produce visual merchandise displays
E	SIRRMER003	Coordinate visual merchandising activities
E	SIRRRTF001	Balance and secure point-of-sale terminal
C	SIRXCEG001	Engage the customer
C	SIRXCEG002	Assist with customer difficulties
C	SIRXCEG003	Build customer relationships and loyalty
C	SIRXCOM002	Work effectively in a team
E	SIRXHWB001	Maintain personal health and well bring
C	SIRXIND001	Work effectively in a service environment
C	SIRXRSK001	Identify and respond to security risk
C	SIRXSLS001	Sell to the retail customer
C	SIRXWHS002	Contribute to workplace health and safety



SIR30216 CERTIFICATE III IN RETAIL

Course Length	1 year - Year 12 only must have completed (SHB20116) Certificate II in Retail Cosmetics
Prerequisites	Students must have completed (SHB20116) Certificate II in Retail Cosmetics
Participants	Year 12 students
Cost	To be determined

This qualification reflects the role of individuals whose primary responsibility is engaging with the customer in a retail context. A sound knowledge of the product and services is developed through participation in the practice beauty salon as this is out delivery context. The qualification provides a pathway to a diverse range of retails roles.

Offered in the retail and retail cosmetics contexts the qualification includes:

- Engaging with the customer
- Developing a customer focused solution based approach
- Sales skills
- Team work
- Security awareness and responses
- Financial transactions
- Visual merchandising displays.