



# Certificate III in Retail (SIR30216)

Certificate III of Retail is a specialised course for retail sales assistant through to retail supervisors.

Our Certificate III in Retail Operations provides great exposure to work in the industry and teaches skills that will enable staff to work in the diverse and dynamic retail industry, and to step into a supervisory role.

## Course Description

This course can provide staff with a competitive edge for career progression, as our trainers ensure to introduce and strengthen the fundamentals needed to succeed in a more responsible role.

As well as boosting your team leadership, customer focus and communication, this qualification can assist your business to improve your sale, merchandising, stock management and other important retailing tasks and skills.

The SIR30212 Certificate III in Retail Operations is suitable for an Australian traineeship pathway.

## Who is the course suited to?

Members of your team who already work as, or would like to work as a sales assistant, senior sales assistant, customer service assistant, point-of-sale operator, or retail supervisor.

## Why study this course?

- To gain knowledge and tools to work effectively in a retail environment.
- To gain the skills to respond to and advise customers on retail products.

## Benefits to you and your pharmacy

This qualification provides the skills and knowledge for members of your team who are working in, or starting to work in customer facing roles in the fast paced and competitive retail environment.

## Our Staff

Our staff are highly qualified industry specialists, with current experience and industry connections. Our staff are dedicated to providing flexible and customised training solutions that are relevant to your business and staff needs, and are committed to delivering training that reflects the skills essential to work within the Community Pharmacy industry.

## Delivery

**On-the-job:** With you, we will negotiate and plan on-the-job training and delivery, customised to meet your business needs. We will provide flexible delivery options that develop the specific skills and knowledge your business requires, ensuring your staff are equipped with practical industry relevant skills.

## Fees and Charges

**\$2,120\***

Recognition of Prior Learning (RPL) is available for all qualifications, the RPL process acknowledges the skills and competencies gained from work experience, prior training and life experiences.

Government funding may be available for training your staff in NSW or QLD. Find information about apprenticeships and traineeships here:

**QLD:** [www.training.qld.gov.au/apprenticeshipsinfo/apprentices/become](http://www.training.qld.gov.au/apprenticeshipsinfo/apprentices/become)

**NSW:** [www.australianapprenticeships.gov.au/employer-incentive](http://www.australianapprenticeships.gov.au/employer-incentive)

Get in touch for more information about RPL, trainee and apprenticeships and government funding.



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## Course Completion

### Core Units

SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety

### Elective Units

Elective units can be arranged with the individual learner and their workplace.

**TAFE Pharmacy College**

**Call 02 6659 3029**

**[www.tafepharmacy.com.au](http://www.tafepharmacy.com.au)**

\* March 2017 - subject to change.

RTO: 90010. For the most up-to-date information on courses, fees, recognition of prior learning, student support services, student rights and responsibilities and Department of Education and Communities Code of Conduct please visit [www.tafepharmacy.com.au](http://www.tafepharmacy.com.au) or call 02 6659 3029.