

# Certificate III in Retail (SIR 30207)

The Certificate III in Retail has been designed to develop the skills and knowledge of those employees who wish to enter into a supervisory role. Those entering into a supervisory role would be responsible for coordinating/supervising other staff members.

It is also suitable for those people who want Recognition of their Current Competencies (RCC) or Recognition of Prior Learning (RPL) so that they articulate into a higher level course.

This program will be delivered on the job with flexible work based training.



The following units must be successfully completed to attain the Qualification

SIRXCCS001A	Apply point-of-sale handling procedures (RPL)
SIRXCCS002A	Interact with customers (RPL)
SIRXCLM001A	Organise and maintain work areas (RPL)
SIRXCOM001A	Communicate in the workplace (RPL)
SIRXICT001A	Operate retail technology (RPL)
SIRXIND001A	Work effectively in a retail environment RPL)
SIRXINV001A	Perform stock control procedures (RPL)
SIRXOHS001A	Apply safe working practices (RPL)
SIRXRSK001A	Minimise theft (RPL)
SIRXSL004A	Build relationships with clients
SIRXSL001A	Sell products and services
SITXCCS002A	Provide quality Customer Service
SIRXCCS003A	Coordinate interaction with customers
SIRXMPR001A	Profile a Retail Market
SITHFAB010A	Prepare and Serve Non-Alcoholic Beverages
SITXCOM003A	Deal with conflict situations
SITHFAB012A	Prepare and serve espresso coffee
SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security
SIRRFSA002A	Monitor Food Safety Program
SIRRFSA001A	Apply Retail Food Safety Practices



NATIONALLY RECOGNISED  
TRAINING

There are certain prerequisites that must be completed prior to commencement into this qualification. Please contact our team for further information.

Level 28  
303 Collins Street  
Melbourne VIC 3000  
Ph: 03 9678 9004  
Fax: 03 9678 9009  
email: [tda@tdagroup.com.au](mailto:tda@tdagroup.com.au)