



Progressing in Retail

The Retail industry is Australia's largest employer. It offers excellent career progression opportunities for people with the right skills. To progress a career in the retail industry a staff member must have sound core skills of engaging and selling to customers, working in a team and service environment. It is essential to learn to assist with difficulties, identify risks and ensure safety compliance for the business. Retailers must WOW customers, build sales and support marketing and store layout.

This qualification is ideal for people who have developed basic skills and knowledge as retail sales professionals and are ready for greater challenges and responsibilities.



To achieve the

SIR30216 - Certificate III in Retail

a total of thirteen (13) units must be completed.

- SIRXIND001 Work effectively in a service environment (C)
- SIRXCOM002 Work in a Team (C)
- SIRXIND003 Organise personal work requirements
- SIRXWHS002 Contribute to workplace health and safety (C)
- SIRXIND002 Organise and maintain the store environment
- SIRXRSK001 Identify and respond to security risks (C)
- SIRXPDK001 Advise on products and services

- SIRRINV001 Receive and handle retail stock
- SIRXCEG001 Engage the customer (C)
- SIRXCEG002 Assist with customer difficulties (C)
- SIRXMKT001 Support marketing and promotional activities
- SIRXSLS001 Sell to the retail customer (C)
- SIRXCEG003 Build customer relationships and loyalty (C)

(C) Denotes core subjects
The above course outline is an example developed to meet industry standards.

There are no entry requirements for this qualification.

A day in the life of....

Rahul has been working in a retail store as a Sales Assistant for about 2 years. He enjoys his job and is confident looking after customers and recommending products, maintaining the store and contributing as a team member. His role has been increasing in responsibility and he will soon be moving into a supervisory role.

Rahul is enrolled in a Certificate III in Retail where he is learning new skills including building relationships and maintaining the store environment. He has also learnt how to audit the store for safety and security compliance, support marketing activities and handling stock. His communication skills have developed so he is more confident when supporting team members, interacting with customers and reporting to management.

Rahul is looking forward to his new role and feels that completing his national qualification will assist his career progression.

