

SIR30216

Certificate III in Retail



Location

2 Mint Street,
East Victoria Park WA 6101.



Mode

Face to face classroom
training and assessment.
Virtual sessions available for
COVID.



Duration

Course duration is 15 weeks;
2 days per week;
7 hours per day.



When

Contact our team on
1300 767 454 to commence your
training enrolment.

Is this course for me?

This qualification will provide you with the practical skills and knowledge to work effectively in a variety of retail settings and roles.

Through theory and practical course work you will learn to:

- Work effectively in a team
- Receive and handle retail stock
- Assist with customer difficulties
- Build customer relationships

This course is suited to those currently pursuing a career in the retail industry, those newly employed in the industry and junior managers.

Career Opportunities

This course has a variety of career opportunities and is applicable to a diverse range of roles in the retail industry:

- Sales assistant
- Customer service representative
- Retail supervisor

Entry Requirements

There are no set pre-requisites for entry into this qualification however you must:

- Show satisfactory level of language and literacy skills, which will be established at the time of enrolment
- Have a genuine interest in the retail industry

Support Services

- Refreshments are provided daily

Core Competencies

There are 13 units required to be completed in this qualification, 8 core units and 5 elective units. The course structure is made up of the following:

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

SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXPDK002	Advise on food product and services
SIRXPDK001	Advise on products and services

Tuition Fees

The current course fees are based on the Western Australian Department of Training and Workforce Development's VET Fees and Charges Policy, available to view on the website: www.dtwd.wa.gov.au

Fees and charges for all Targeted Fee Relief (Lower Fees, Local Skills) courses commenced in 2023: Non-Concession 25+: \$1.62 per nominal hour commenced in a calendar year, capped at \$1200 per year, Non-Concession youth 17-24: \$1.62 per nominal hour commenced in a calendar year, capped at \$400 per year, Concession: .48c per nominal hour commenced in a calendar year, capped at \$400 per year.

The nominal hours for this qualification are 400, based on this the total fees are: Non-concession 25+: \$648, Non-concession 17-24: \$400, Concession: \$192.

Fees are invoiced at the commencement of each unit. As per above, annual fee caps apply, a full breakdown of your specific fees will be provided at enrolment.

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees. Please contact us for more information.

Financial Hardship Fee Waivers:

For students experiencing severe financial hardship, fee waivers are available and will be assessed on an individual basis. Supporting documentary evidence will need to be provided to support the applicants financial position.

Apply Now.

**If you are ready to enrol,
please contact our office or
visit our website to get started.**

Phone: 1300 767 454

Email: info@cartectraining.com.au

Website: www.cartectraining.com.au

**LOWER FEES
LOCAL SKILLS**

