



first impressions resources
the australian retail college



The Retail industry is Australia’s largest employer. To progress in the retail industry employees must learn to efficiently meet the needs of external and internal customers. Meeting this challenge is the key to improving workplace skills and to developing responsibilities for others within the team. This qualification is ideal for people who have developed basic skills and knowledge as retail sales people and are keen to take up supervisory roles that require the essential skills needed to monitor teams effectively.

To achieve the Certificate III in Retail a total of ten (10) units must be completed.

Maintain Store Standards

All 3 units below must be included, plus either the Supervisory Units or the Operational Units

- Maintain store safety
- Maintain store security
- Coordinate interaction with customers

Supervisory Elective Units

- Contribute to team effectiveness
- Coordinate work teams
- Coordinate merchandise presentation
- Coordinate sales performance
- Maintain and order stock
- Organise personal work priorities and development
- Recommend specialist products and services

^ If not already completed at Certificate II level

[s] Indicates that advanced operational skills and/or a supervisory level role is required

The above course outline is an example developed to meet industry standards.

A day in the life of....

Claire has been working in a retail store as a Sales Assistant for about 2 years. She enjoys her job and is confident looking after customers and recommending products, using the terminal and contributing as a team member. Her role has been increasing in responsibility and she will soon be moving into a supervisory role.

Claire is enrolled in a Certificate III in Retail where she is learning new skills including organising rosters and running meetings. She has also learnt how to audit the store for safety and security compliance, order and display merchandise and balance the register terminal. Her communication skills have developed so she is more confident when supporting team members, interacting with customers and reporting to management.

Claire is looking forward to her new role and feels that completing her national qualification will assist her to become an efficient supervisor.

Operational Elective Units

- Balance point of sale terminal ^
- Operate retail information technology systems
- Deliver and monitor a service to customers
- Develop innovative ideas at work
- Maintain and order stock
- Organise personal work priorities and development
- Recommend specialist products and services

Alternative Elective Units

- Sell products and services ^
- Create a display ^



Building retail capability across Australia & beyond

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The Australian Retail Food sector is highly competitive. To progress in the retail industry employees must learn to efficiently meet the needs of external and internal customers. Meeting this challenge is the key to improving workplace skills and to developing responsibilities for others within the team. This qualification is ideal for people who have developed basic skills and knowledge as retail sales people and are keen to develop the essential skills needed to take on extra responsibilities as a senior team member or a supervisor.

To achieve the Certificate III in Retail a total of ten (10) units must be completed.

Maintain Store Standards

All 3 units below must be included, plus either the Supervisory Units or the Operational Units

- Maintain store safety
- Maintain store security
- Coordinate interaction with customers

Supervisory Elective Units

- Contribute to team effectiveness
- Coordinate work teams
- Coordinate merchandise presentation
- Coordinate sales performance
- Maintain and order stock
- Monitor food safety program #
- Receive and store kitchen supplies # ^

^ If not already completed at Certificate II level [s] Indicates that advanced operational skills and/or a supervisory level role is required
 # A different prerequisite food hygiene unit applies to each of these units and can be completed as an extra unit when undertaking this course

The above course outline is an example developed to meet industry standards.

Operational Elective Units

- Organise personal work priorities and development
- Develop innovative ideas at work
- Operate retail information technology systems
- Deliver and monitor a service to customers
- Balance point of sale terminal ^
- Monitor food safety program #
- Receive and store kitchen supplies # ^

Alternative Elective Unit

- Sell products and services ^



A day in the life of....

Bill has been working in a busy retail food store for two years. Since starting his job, Bill has learned how to look after stock and customers and how to work cooperatively in a team. More recently, Bill has been promoted to a supervisory position in his store and enrolled in a Certificate III in Retail qualification.

Bill has been learning the skills that go with supervising other people including how to develop staff rosters and run team meetings. At first it was difficult to supervise the people who used to be his team mates, but now he is quite confident.

Bill has learned so much about working in a business, including complying with food safety legislation, auditing the store for safety compliance and also managing customer complaints. Bill enjoys his role as supervisor and hopes to be promoted to an assistant-manager in the future.

