



The Retail industry is Australia's largest employer. To progress in the retail industry you must learn to efficiently meet the needs of external and internal customers. Meeting this challenge is the key to improving your 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.

### Cluster 1: Maintain Store Standards

- Maintain store safety \*
- Maintain store security \*
- Contribute to personal skill development and learning \*\*

\* Denotes core subjects

\*\* Although this unit is listed as an elective unit in the SIR07 training package, we highly recommend that students undertake this unit as part of this cluster

^ Cannot be undertaken if previously completed in Certificate II

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

# Prerequisite unit applies .



### Cluster 2: Coordinate and Contribute

- Coordinate interaction with customers \*
- Contribute to team effectiveness [s]
- Develop innovative ideas at work
- Coordinate work teams [s]
- Coordinate merchandise presentation [s]
- Coordinate sales performance [s]

### Cluster 3: General Selling Stream

- Sell products and services ^
- Create a display ^
- Balance point-of-sale terminal ^
- Operate retail information technology systems
- Recommend specialist products and services
- Maintain and order stock
- Build relationships with customers

The above course outline is an example developed to meet industry standards. Other electives are also available.

### 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 organizing 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.





The Retail industry is Australia's largest employer and the food sector is highly competitive. To progress in the retail industry you must learn to efficiently meet the needs of external and internal customers. Meeting this challenge is the key to improving your 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:

- The three units in the cluster: Maintain Core Standards, plus seven other electives to be chosen from any of the other units offered below.

#### Cluster 1: Maintain Core Standards \*

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

#### Cluster 2: Coordinate others [s]

- Contribute to team effectiveness
- Coordinate work teams
- Coordinate merchandise presentation
- Coordinate sales performance
- Maintain and order stock

\* Core units. All three units must be selected

[s] Supervisory skills and/or a supervisory level role is required

# A different prerequisite food hygiene unit applies to each of these units and they can be completed as extra units when undertaking this course

^ May not be undertaken if previously completed in Certificate II Retail

#### Cluster 3: Food Stream

- Monitor food safety plan #
- Receive and store kitchen supplies # ^

#### Cluster 4: Operational

- Contribute to personal skill development and learning
- Develop innovative ideas at work
- Operate retail information technology systems
- Recommend specialist products and services
- Create a display ^
- Balance point of sale terminal ^
- Sell products and services ^
- Work within a franchise

The above course outline is an example developed to meet industry standards. Other electives are also available.



#### 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.

