Certificate III in Retail Operations  Code SIR30212
Australia’s retail industry has evolved to become one of the country’s major economic forces, and its largest employer. With its diverse range of business types, the employment opportunities are enormous and career prospects equally strong.

Core Units
SIRXCOM101 Communicate in the workplace to support team and customer outcomes
SIRXIND101 Work effectively in a customer service environment
SIRXSLS201 Sell products and services
SIRXSLS303 Build relationships with customers
SIRXWHSH101 Apply safe work practices
SIRXWHSH302 Maintain store safety

Suggested Electives
SIRRFSA302 Monitor food safety program
SIRXCCS304 Coordinate interaction with customers
SIRXFIN201 Balance and secure Point-of-Sale terminal
SIRXMER303 Coordinate merchandise presentation
SIRXSLS002A Advise on products and services
SIRXCCCS202 Interact with customers
SIRXIICT001A Operate retail technology
STHFAIB204 Prepare and serve espresso coffee

Entry requirements
To undertake this qualifications students must have previous retail experience.

Future pathways
Sales Assistant, Customer Service representative, Crew Leader, Shift Manager, Team Leader, Department Manager, Assistant Store Manager, Checkout Supervisor, Merchandise Coordinator.

To enrol and learn more contact MADEC
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