Certificate III in Retail Operations

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.

Delivery:
- Classroom
- External
- Online
- Traineeship

Duration:
Duration will vary depending on the delivery mode selected, however, as a guide the contact hours for classroom based delivery is 1 - 2 days per week over 6 - 12 months with self paced study required between sessions.

Entry Requirements:
To undertake this qualification students must have sufficient relevant retail employment experience.

Completion of 8 core unit and 6 elective units are required to gain this qualification.

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
- SIRXWHS101 Apply safe work practices
- SIRXWHS302 Maintain store safety

Suggested Electives:
- SIRRFS302 Monitor food safety program
- SIRXCC304 Coordinate interaction with customers
- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXMER303 Coordinate merchandise presentation
- SIRXSLS002A Advise on products and services
- SIRXCLM101 Interact with customers
- SIRXICT001A Operate retail technology
- SITHFAB204 Prepare and serve espresso coffee

Future Pathways:
Sales assistant, Customer services representative, Crew leader, Shift Manager, Team leader, Department Manager, Assistant Store Manager, Checkout Supervisor, Merchandise coordinator.

For more information & to enrol contact MADEC
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