Retail

Course Delivery:

- Off Campus
- On Line
- Traineeship

This training is delivered with Victorian and Commonwealth Government funding.

Please note that the information given is intended as a guide for current and prospective students or interested persons. However, changes may have occurred. Please check with your nearest MADEC should you require information.

Nationally Accredited Training

TOID 3957

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.

What will you learn?

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
- SIRXWH5101 Apply safe work practices
- SIRXWH5302 Maintain store safety

SUGGESTED ELECTIVES

- SIRRFSA302 Monitor food safety program
- SIRXCCS304 Coordinate interaction with customers
- SIRXF5201 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

Entry requirements

There are nine prerequisite units from Certificate II in Retail.

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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