Certificate III in Retail Supervision

This qualification provides the skills and knowledge for an individual to be competent in retail supervision with the need to apply discretion and judgement. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, departments stores and retail fast food outlets. Individuals will have some responsibility for others and provide or hold specific coordination or support responsibilities with a store team.

Delivery:
- External
- Online
- Traineeship 24 months

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.

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

Core Units:
- SIRXCCS304 Coordinate interaction with customers
- SIRXMGT001A Coordinate work teams
- SIRXMGT002A Maintain employee relations
- SIRXRSK002A Maintain store security
- SIRXSLS304 Coordinate sales performance
- SIRXWHS302 Maintain store safety

Electives Units:
- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXMER202 Plan, create and maintain displays
- SIRXQUA001A Develop innovative ideas at work
- SIRWSLS301 Build sales relationships
- SIRXSLS303 Build relationships with customers
- SIRXMER304 Present products

Entry requirements:
Certificate II in Retail or industry experience is preferred.

Future pathways:
Senior sales assistant, Crew leader, Team leader, Store supervisor, Point-of-Sale supervisor, Merchandise coordinator.