

# RETAIL SERVICES

SIR30216 Certificate III in Retail

Version 1 March 2020

## COURSE DETAILS

Hours	240 hours
Type	Board Developed Course
Duration	2 years
Unit Value	2 unit Preliminary
	2 unit HSC
HSC Exam	Yes
ATAR	Yes
Work placement	Mandatory 70 hours
SBAT	Yes

**RECOGNITION** National and HSC Qualification

## ASSESSMENT

- Assessment strategies may include:
- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

## CAREER PATHWAYS

Sales Assistant  
Retail Office Assistant  
Sales Administrator  
Retail Store Manager  
Customer Service Representative



## ABOUT

With this qualification the student is able to perform roles such as:

- Providing product and service advice in a retail store
- Selling products and services in a variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Checking stock, rotate and replenish retail shelves
- Organising and maintaining work areas, merchandising and building displays

## JOB ROLES

- Individuals with this qualification are able to perform roles, such as:
- provide product and service advice in a retail store
- sell products and services in a variety of retail settings
- work as a checkout operator
- check stock and replenish shelves
- organise and maintain work areas and displays.

## PERSONAL REQUIREMENTS

- Enjoy working with people
- A helpful, courteous manner
- Neat personal appearance
- Good communication skills
- Able to deal accurately with money
- Motivation and drive
- No skin disorders if working with food
- Good problem-solving skills
- Willing to work as part of a team.



## DUTIES AND TASKS OF A SALES ASSISTANT

Sales assistants may perform the following tasks:

- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers and accept payment, or prepare finance arrangements (invoices and contracts, for example)
- Take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- Package goods for customers and arrange delivery
- price, stack and display items for sale and keep the store tidy and attractive
- Be aware of health, safety and welfare issues and practices
- Participate in stocktaking (counting and describing the goods in stock)
- Arrange for the repair of damaged goods or advise on necessary repairs
- Order items.



## STUDENT OUTCOMES for Certificate III in Retail Services

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Retail Services

All statistics are supplied by the [National Centre for Vocational Education Research](#)



## Further reading:

<http://training.gov.au/training/details/SIR30216>  
<https://smartandskilled.nsw.gov.au/for-students/job-guides>  
<http://www.sbatinnsw.info/traineeships.php?trpg=travailable>