

## Training that creates change

At Abra QLD, we're passionate about helping people unlock their potential with a qualification that gives them a world of new job possibilities.



## SIR30216 : Certificate III in Retail

ONLINE

CORRESPONDENCE

CLASSROOM<sup>^</sup>

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

FFS, Concessional and Non-Concessional rates\*

\* ^ SEE ALL CONDITIONS ON REVERSE



## SIR30216 : Certificate III in Retail

CORE	
Unit Code	Unit Name
SIRXCEG001	Engage the customer *Requires work placement
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety
ELECTIVES	
Unit Code	Unit Name
BSBDIV301	Work effectively with diversity
SIRXHWB001	Maintain personal health and wellbeing
SIRRINV001	Receive and handle retail stock *Requires work placement
SIRXIND002	Organise and maintain the store environment *Requires work placement
SIRXIND003	Organise personal work requirements

## How to Enrol...

To enrol in this course, please get in contact with our Administration team on 07 3262 2774 or [admin@abraql.com.au](mailto:admin@abraql.com.au).

You should ensure that any queries you may have about the SIR30216 : Certificate III in Retail have been fully addressed prior to submitting your enrolment for processing.

*Please note: ABRA, Qld cannot give advice to learners regarding career outcomes from this course.*



## TERMS AND CONDITIONS

\*\* Concessional Participants must: A. Hold or be the partner or dependent of a person who holds current Health Care or Pensioner concession card or B. Can present an official form under Commonwealth law confirming the above, or C. Be of Aboriginal or Torres Strait Islander descent.

^Classroom courses where available.