



SIR30216 CERTIFICATE III IN **RETAIL**



Key Institute is one of Australia's most trusted and innovative learning organisations. Established in 1999, we challenge the status quo of education. Our retail qualification is a rewarding, and engaging course of study with various delivery models. This qualification reflects the role of individuals working in retail operations. Individuals at this level work as part of a team to build customer relationships, maintain store safety, and communicate effectively.

DELIVERY OPTIONS

To successfully complete the certificate, students are required to complete 13 units of competency consisting of 8 core units, 5 elective units (of which 3 must be selected from elective units found within the training package and a maximum of 2 units may be selected from other relevant training packages).

We can provide two key delivery modes; online training and assessment with a work placement requirement **or** on the job training and assessment utilising our unique approach to blended learning and flipped classroom delivery.

Units of competency identified on the reverse compromise our online delivery model.

UNITS OF COMPETENCY

Our online program is structured with the following units of competency:

CORE UNITS

- SIRXCEG001 Engage the customer
- 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

ELECTIVE UNITS

- SIRXIND002 Organise and maintain the store environment
- BSBCMM301 Process customer complaints
- BSBWOR201 Manage personal stress in the workplace
- SIRXIND003 Organise personal work requirements
- SIRXCOM003 Promote team cohesion