

SIR30216 Certificate III in Retail

DESCRIPTION

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 can perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

ELIGIBILITY/ENTRY REQUIREMENTS

A pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

To ensure you have the right skills and support to succeed in your course, a Language, Literacy and Numeracy (LL&N) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

Students require a retail workplace where they can have a minimum of three (3) hours weekly practice to develop their skill base. This can be unpaid, such as a volunteer in a charity store. Students must be 15 years of age or older as per CDU Student Guide.

DELIVERY DETAILS

| Location(s) | Duration* | Study mode |
|--------------------------------------|---|-------------------------------|
| Alice Springs Palmerston Other | This program is delivered over a period of 12 months part-time. | Blended, face-to-face, online |

* Duration will vary depending on how long a student takes to reach the required competency level.

Students will have access to learning resources on LearnLine, CDU 24/7 online learning system.

FEES

| Fee Type | 2025 Course Fees |
|----------------|-------------------------|
| Fee Free TAFE* | Free |
| Full Fee | \$5,904.00 - \$6,494.40 |

*This course is part of the Fee Free TAFE initiative. Fee Free TAFE and vocational education and training is a joint initiative of the Northern Territory Government and Australian Governments providing tuition-free training places to students wanting to train, retain or upskill.

Fee-free places are available for eligible domestic students who are NT residents; limited places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#).

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you have gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, refer to [VET RPL](#).

RESOURCES

Students are provided with a Learner Guide and access to online modules. Computer and internet access is required to source information and complete assessments.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to SIR40316 Certificate IV in Retail Management.

Possible occupations relevant to this qualification include:

- frontline sales assistant
- customer service representative
- shop assistant
- retail supervisor
- team leader
- senior sales assistant

QUALIFICATION CONTENT

To achieve a SIR30216 Certificate III in Retail a total of thirteen (13) units of competency must be completed comprising eight (8) core and five (5) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

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 |

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| | |
|------------|---|
| SIRXRSK001 | Identify and respond to security risks |
| SIRXSLS001 | Sell to the retail customer |
| SIRXWHS002 | Contribute to workplace health and safety |

ELECTIVE UNITS *(Select 5)*

| | |
|-------------|---|
| SIRRFSA001 | Handle food safely in a retail environment |
| SIRRFSA002* | Supervise a food safety program |
| SIRRINV001 | Receive and handle retail stock |
| SIRRRTF001 | Balance and secure point-of-sale terminal |
| SIRXCOM003 | Promote team cohesion |
| SIRXIND002 | Organise and maintain the store environment |
| SIRXMGT001 | Supervise and support frontline team members |
| SIRRMER001 | Produce visual merchandise displays |
| SIRXCEG008 | Manage disrespectful, aggressive or abusive customers |
| SIRXIND003 | Organise personal work requirements |

*The prerequisite unit is SIRRFSA001 Handle food safety in a retail environment

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

The University supplies support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support](#).

CONTACT DETAILS

Culinary Arts and Hospitality

E. vet.culinaryarts@cdu.edu.au
 T. 08 8946 7800 (PAL); 08 8959 5461(ASP)
 W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.