

School Delivered VET courses



Retail Services

A Certificate III in Retail gives you the essential skills and knowledge you need to kick start your career in retail.

Is this course right for me?

Nearly every aspect of our lives involves products or services delivered through the retail industry. If you have a passion for something whether it be computer games, sport, food, clothing, cars, or the creative and performing arts, the retail industry gives you the opportunity to work selling products and services in your area of interest and the potential to run your own retail business. This course prepares you to work in the retail industry providing skills to engage the customer, maintain daily store operations, and deliver on organisational expectations.

Where can this course take me?

Potential job roles include; customer service assistant, sales person, stock controller, visual merchandiser.

Further study in courses such as SIR40316 Certificate IV in Retail Management and SIR60116 Diploma in Retail Leadership provides opportunities to take on management roles in the retail industry.

education.nsw.gov.au

Subjects that support this career path

- Business Studies
- Business Services
- Financial Services
- Hospitality

Credential available	Full Certificate
Course code/name	SIR30216 Certificate III in Retail
ATAR eligible	Yes
Mandatory placement hours	70 hours
SBAT available	Yes
Specialisation required for full qualification	No



For more information contact your VET Coordinator / Careers Adviser, or visit our Internet site:
www.education.nsw.gov.au/school-delivered-vet



2024 Retail Services Course Descriptor
SIR30216 Certificate III in Retail
RTO - Department of Education - 90333, 90222, 90072, 90162

This information may change due to Training Package and NSW Education Standards Authority (NESA) updates. Notification of variations will be made in due time with minimal disruption or disadvantage.

Course: **Retail Services**
 Board Developed Course (240 hour)

2 or 4 Preliminary and/or HSC units in total
 Industry Curriculum Framework (ICF)
 Australian Tertiary Admission Rank (ATAR) eligible course

By enrolling in this VET qualification with Public Schools NSW RTOs, you are choosing to participate in a program of study which will provide you a pathway towards HSC accreditation and a nationally recognised qualification (dual accreditation). To receive this VET qualification, you must meet the assessment requirements of SIR30216 Certificate III in Retail <https://training.gov.au/training/details/SIR30216>. You will be expected to complete all requirements relevant to the HSC and adhere to the requirements of NESA. To gain this full qualification, you must achieve 14 units.

Entry Requirements

You must complete the VET enrolment process, supplying your USI and be assessed for learning support (eg LLN Robot) before the commencement of any training and assessment. HSC: All My Own Work must be completed before enrolling in this qualification. When selecting this course you should be interested in working in a retail environment and be able to use a personal digital device including a personal computer or laptop.

Retail Services Training Package Units of Competency

Core		Elective	
SIRXCEG001	Engage the customer	*SIRXMER001	Produce visual merchandise displays
SIRXWHS002	Contribute to workplace health and safety	*SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks	*SIRRINV001	Receive and handle retail stock
SIRXSLS001	Sell to the retail customer	*SIRRINV002	Control stock
SIRXIND001	Work effectively in a service environment	*SIRXIND002	Organise and maintain the store environment
SIRXCOM002	Work effectively in a team	*SIRXSLS002	Follow point-of-sale procedures
SIRXCEG002	Assist with customer difficulties		
SIRXCEG003	Build customer relationships and loyalty		

Students may apply for Recognition of Prior Learning (RPL) and /or credit transfer before delivery, provided suitable evidence is submitted.

Pathways to Industry - Skills gained in this course transfer to other occupations

- | | |
|--|---|
| <ul style="list-style-type: none"> engaging the customer maintaining daily store operations delivering on organisational expectations | <ul style="list-style-type: none"> having knowledge of product and service offerings creativity critical thinking problem solving |
|--|---|

Examples of occupations in the retail services industry:

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> frontline sales assistant customer service | <ul style="list-style-type: none"> shop assistant retail supervisor | <ul style="list-style-type: none"> quick service restaurant assistant visual merchandiser |
|---|---|---|

Mandatory HSC Course Requirements

Students must complete 240 indicative hours of course work and a minimum of 70 hours work placement. Students who do not meet these requirements will be 'N' determined as required by NESA. You should be work ready before work placement.

External Assessment (optional HSC examination for ATAR purposes)

The Higher School Certificate examination for Retail Services is only available after completion of 240 indicative hours and will involve a written examination consisting of multiple-choice, short answers and extended response items. The examination is independent of the competency-based assessment undertaken during the course and has no impact on the eligibility of a student to receive a vocational qualification.

Competency-Based Assessment

In this course you will work to develop the competencies, skills and knowledge described by each unit of competency listed above. To be assessed as competent you must demonstrate to a qualified assessor the competency requirements for performance and knowledge of the unit of competency.

Appeals and Complaints

You may lodge a complaint or an appeal about a decision (including assessment decisions) by following the Appeals and Complaints Guidelines.

Course Cost: \$0

A school-based traineeship is available in this course. For more information: <https://education.nsw.gov.au/public-schools/career-and-study-pathways/school-based-apprenticeships-and-traineeships>

Exclusions: VET course exclusions can be checked on the NESA website at <http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/stage-6-learning-areas/vet/course-exclusions>