Get ahead in the diverse and dynamic retail industry

MEGT Institute’s SIR30216 Certificate III in Retail course will provide you with the know-how and industry-ready skills to get ahead in this diverse, dynamic industry. Businesses benefit from qualified employees and their improved skills through increased customer orientation, organisational commitment, and the direct influence on sales. Effective retail employees are in demand and extremely valuable in today’s retail world.

Practical Skills

To equip you with a competitive edge for progress in your career, our trainers ensure that you are equipped with the fundamentals needed to succeed in a more responsible role. As well as boosting your teamwork skills, customer focus and communication, you will improve your sales techniques, merchandising ability, stock control and other important skills essential for successful retailing.

Employment Outcomes

• Senior Sales Assistant
• Sales Assistant
• Customer Service Assistant
• Point of Sale Operator.

Delivery Mode

Location

ACT, NSW, QLD, SA, TAS, VIC, WA

Study Mode

Part time, Full time

Start Date

Contact us

Duration

12 to 24 months
Unit code | Units of competency
---|---
**Core**
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
SIRXLS001 | Sell to the retail customer
SIRXWHS002 | Contribute to workplace health and safety
**Elective**
CHED001 | Work with diverse people
SIRXCOM003 | Promote team cohesion
SIRRN001 | Receive and Handle stock
SIRRN002 | Control stock
SIRMMK001 | Support marketing and promotional activities
SIRRMER001 | Produce visual merchandise displays
SIRRMER003 | Coordinate visual merchandising activities
SIRRRT001 | Balance and secure point-of-sale terminal
SIRXTAD001 | Train others in frontline tasks
SIRWSLS002 | Analyse and achieve sales targets
SIRXIND002 | Organise and maintain a store environment
SIRXIND003 | Organise personal work requirements
SIRXIND005 | Develop personal productivity

**Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is a process where a student may be granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience, life experience and/or formal training.

**Entry requirements**

No minimum education entry requirements. Students must complete a study skills assessment for basic literacy and numeracy. MEGT Institute require students enrolling in this workplace-based course to be employed in a retail services environment performing a range of retail duties and are supervised and supported in the workplace.

**Training and assessment methods**

Students receive access to engaging, interactive course content and coaching and mentoring by a qualified MEGT Institute facilitator. A combination of assessment tasks including question and discussions and projects will be utilised for assessment. We also value the role of the workplace in the assessment process and ask supervisors to provide feedback on the students’ abilities via an easy to complete third party report.

**Fees and funding**

For the latest information on our course fees please visit our website [megtinstitute.edu.au/fees](http://megtinstitute.edu.au/fees). There are different types of Government funding available to assist you when you are studying. These vary from state to state. Eligibility criteria apply.