

WAYS YOUTH TRAINING - PATHWAYS TO YOUR CAREER

Smart & Skilled: JobTrainer

NESA Approved

SIR30216

CERTIFICATE III IN RETAIL

This course explores all basic elements of customer service and ensures workplace safety with practical, real-world training.

CAREER OPPORTUNITIES:

General retail assistant
Frontline team member
Customer service assistant
Customer service professional

MARCH 18TH - 2024

TIFFANY PLAZA, 422 OXFORD STREET, BONDI JUNCTION, 2022

QUALIFICATIONS 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 are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

COURSE CORE UNITS

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXCEG001	Engage the customer
SIRXCOM002	Work effectively in a team
SIRRINV001	Receive and handle retail stock
SIRXRSK001	Identify and respond to security risks
SIRXIND001	Work effectively in a service environment
SIRXWHS002	Contribute to workplace health and safety
SIRRMER001	Produce visual merchandise displays
SIRXSLS001	Sell to the retail customer
SIRXCEG003	Build customer relationships and loyalty
SIRXCEG002	Assist with customer difficulties
SIRXCEG006	Provide online customer service
SIRXOSM003	Use social media and online tools

*Units may be subject to change

THE COURSE ALSO INCLUDES

- Career guidance and working on individual strengths
- Assistance with preparing and looking for work
- Help with developing resume, cover letter and interview skills
- Work experience and links to employers and other opportunities
- Links to further education options
- One on one tutoring where required
- Links to support services
- Student focused small classes
- Individual learning plans
- Goal setting

WHO ARE WAYS YOUTH TRAINING?

WAYS Youth Training (WYT) is a Registered Training Organisation (RTO) that specialises in interactive and practical courses for young people (age between 15-24 years old) with a high completion rate.

- Smart & Skilled: Check your eligibility for Job-Trainer/Scholarship courses.
- Smaller interactive classes that are customised to your individual needs and learning style with a high completion rate.



WAYS YOUTH TRAINING RTO 90114
THIS TRAINING IS SUBSIDISED BY THE NSW GOVERNMENT

ADDRESS: TIFFANY PLAZA, 422 OXFORD STREET, BONDI JUNCTION, 2022

P: 02 9388 9455 E: training@ways.org.au W: www.ways.org.au