



This qualification provides a pathway to work in a diverse range of retail settings including speciality 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.



## Contact us

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[\*\*www.ctet.com.au\*\*](http://www.ctet.com.au)

**This training is subsidised by  
the NSW Government.  
Please phone to discuss  
eligibility**

- No entry requirements.
- Mixed Delivery Mode -Engaging in theory and practical work.
- Recognition of Prior Learning or Credit Transfer may be applied based on eligibility.
- Detailed information available on enquiry and at induction.



**College of  
Transformation, Education  
and Training Pty Ltd**  
**RTO No. 88213**

## **SIR30216 Certificate III in Retail**





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At the College of Transformation, Education and Training we offer a unique style of education delivery to cater for each student as an individual.

At CTET we are dedicated to providing bridges for students to employment and career advancement.

CTET offers a personal approach with flexible delivery mode, classroom training, mixed delivery, correspondence and workplace training.

Our trainers are industry experts and have extensive experience in the Retail Sector. They are dedicated to delivering high quality education.

### **8 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

**SIRXSL001** Sell to the retail customer

**SIRXWHS002** Contribute to workplace health and safety



### **5 Elective Units**

**SIRXCEG001** Handle food safety in a retail environment

**SIRRINV002** Control stock

**SIRRMER003** Coordinate visual merchandising activities

**SIRXHWB001** Maintain personal health and wellbeing

**SIRXPDK002** Advise on food products and services



### **Payment Options**

Direct debit, Bank Cheque or Payment Plan