

# STATUS

## SIR30216 Certificate III in Retail Traineeship

The Certificate III in Retail Traineeship is designed to develop your knowledge and skills in the retail industry, including customer engagement, stock management and risk assessment.

You will gain the knowledge and confidence to apply the following skills in the retail industry;

- Engaging with the customer and assisting with customer difficulties
- Building customer relationships and loyalty
- Sales techniques including upselling and cross-selling
- Working effectively as part of a service team
- Identifying and responding to security risks
- Contributing to workplace health and safety
- Receiving and handling retail stock

Throughout your traineeship you will undertake 13 units of training to meet the requirements of the nationally recognised qualification SIR30216 Certificate III in Retail.

Progress in each unit will be made by developing and applying your skills in the workplace and via our simulated business. Our friendly trainers will be available to support and guide you through your learning and assessment requirements and will visit your workplace for training/assessment activities and consultation.

To study this course, you will need:

- To be employed under a contract of training (12 months full time or part time equivalent)
- Sufficient language literacy and numeracy skills to undertake training (assessed at enrolment)
- Allocated time during work hours to dedicate to training and assessment, this will be negotiated
- Access to (and ability to use) a computer, with word processing application (such as MS Word or Google Docs), Adobe Acrobat Reader DC, and an internet connection

**Participants can achieve a Statement of Attainment or the full SIR30216 Certificate III in Retail.**

### Training Duration:

12 months full time or part time equivalent

### Course cost:

Contact us for course costs

### For more information and/or referral:

Visit [status.net.au/training/traineeships](https://status.net.au/training/traineeships) or call 1800 681 131



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South Australia**

