

SIR30216 Certificate III in Retail

The SIR30216 Certificate III in Retail will provide students with training to prepare for roles in a variety of retail settings. Students will be shown effective sales techniques, customer service, creative merchandising, administrative and team building skills.

Program features	Entry requirements	Work experience requirements
<ul style="list-style-type: none"> ▪ Arranged work experience for classroom-based training. ▪ Nationally Recognised Training. ▪ Industry-experienced Trainers and Assessors. 	<ul style="list-style-type: none"> ▪ Unique Student Identifier (USI). ▪ Complete a language, literacy, numeracy and digital literacy quiz. 	<ul style="list-style-type: none"> ▪ Students must provide and wear appropriate professional clothing for the retail environment whilst on work experience.

Course details

Course Type	Classroom	Traineeship (on-the-job training)
Duration (see over for more information)	24 weeks, 2 days per week (classroom). Includes 4 weeks of work experience. Total Commitment = 1030 hours (includes classes, work-experience, self-directed learning and assessment completion).	Full time: up to 24 months or until the relevant competencies achieved Total commitment = 2074 hours (includes working hours, workplace release time for off the job training, self-directed learning and assessment completion).
Fees (see over for more information)	\$1,450 first qualification fee* \$240 concession* Fee for service - \$2,500	Smart and Skilled eligible student, \$0 – traineeship** \$240 concession* Fee for Service - \$2,500
Location	Ground Floor, 331 High Street Penrith NSW 2750 and a host employer for work experience.	Employer or host employer.

About the fees:

*Fee-free Scholarships & Fee Exemptions may be available for eligible students under the Smart and Skilled Program.

**Fee Free Traineeships Initiative from 1 January 2020, call 1300 722 104 or visit <https://smartandskilled.nsw.gov.au/for-employers/employing-apprentices-trainees>

Pre-enrolment information

Benchmark College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory. We encourage students to visit the student section of our website <https://www.benchmark.edu.au> to view all relevant policies and procedures.



The course

The SIR30216 Certificate III in Retail will provide students with training to prepare for roles in a variety of retail settings. The qualification has 13 units of competence – 8 Core and 5 electives.

Each unit covers the key skills and knowledge required to work effectively in a retail environment. Students will learn how to:

Students will learn how to:

- Work safely.
- Follow and apply security procedures.
- Advise on products and services.
- Provide good customer service and complaint handling.
- Use Point-of-Sale equipment.
- Work in a team.

All learning and assessment resources are provided by Benchmark College.

Course content

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
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety
Elective Units	
SIRRINV001	Receive and handle retail stock
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services

How the course works

Workplace-based

Students enrolling in this program must be working full-time or part-time in a retail store. For those in a full-time traineeship, the student is to work 30 or more hours per week and for those in a part-time traineeship, the student is to work a minimum of 15 hours per week. A trainer and assessor visit the student in the workplace over the course of their traineeship. In addition to the face-to-face learning support, students' progress and learning support needs will be monitored via telephone/email contact in between workplace visits.

This course is also available as a School Based Traineeship for Year 10, 11 and 12 high school students. A school-based traineeship combines paid work, training and school with a nationally recognised qualification, whilst gaining credit toward the HSC. Please ask Benchmark College for more information

<https://www.benchmark.edu.au/>

Practical and work-related activities designed to allow each student the opportunity to apply their learning in a real work environment are undertaken. These activities will vary, e.g. research an organisational policy and procedure, watch a colleague complete a task, buddy with a colleague on a workplace project or gain experience in undertaking a particular activity.

Classroom

Students enrolling in this program are required to attend class 2 days per week from 9:00am – 4:00pm. The remaining 3 days are dedicated to self-directed learning and assessment activities. Students are also required to attend 4 weeks of work experience.

This program includes training delivery and a range of interactive activities designed to build student's underpinning knowledge and develop competence in each unit. Students will also get the opportunity to practice and apply their learning by practicing key skills such as communication, problem solving, teamwork and prioritising.

Work Experience

Classroom students participate in work experience. This provides students with an opportunity to:

- Practice newly learnt skills and apply theory learnt in the classroom in the workplace.
- Build the skills that are required of the training package.
- Increase confidence and show individuals they are ready for work.

Benchmark College will organise work experience for all classroom-based students and will provide insurance and support in the workplace. Students will be buddied with an experienced employee and will be visited in the workplace by a Trainer. Students on work experience are given a range of activities to guide their learning and practice the key skills required to become work ready.

Students are required to complete 2, ten-day work experience blocks – Monday to Friday – 38 hours per week. Start and finish times may vary depending on the Host Employer.

Students must provide & wear appropriate retail clothing whilst on work experience. Travel to and from the Host Employer is the student's responsibility.

Self-directed learning and assessment activities – All students

Self-directed learning activities may vary from reading a textbook to online learning and research. Workplace-based/ traineeship students can expect to dedicate approximately 8 hours per week to self-directed learning and assessment task completion; or approximately 16hrs (3 days) per week for classroom-based students.

To ensure that students are safe and work ready, they will need to complete a range of assessment tasks that include answering questions, analysing case studies and completing practical work-based tasks. Trainers will also observe students perform a range of skills in the workplace, or the classroom and on work experience for classroom-based students.

Can I get credit for previous study?

If students have previously completed a Nationally Recognised Qualification or Course, please talk to our Recruitment or Administration team and by completing the relevant Verification and Consent Form and providing a transcript of what you have attained. We would see if any units listed in the transcript can be credited towards your chosen qualification.

Fees and charges

The classroom-based course is \$1,450 (first qualification fee) if eligible for and accessing a government subsidised place. Students eligible for a concession are required to pay \$240. Traineeship fees are capped at \$1,000. Fee free traineeships are available to eligible NSW Trainees whose training is funded under Smart and Skilled and commence training on or after 1 January 2020.

This fee covers enrolment, tuition and learning resources. Fees must be paid in accordance with the Fee Schedule. To review our terms and conditions check out our Fees and Charges Policy and Procedure and our Refund Policy and Procedure available at <https://www.benchmark.edu.au/policies-procedures>

Government funding

This training is subsidised by the NSW Government. Benchmark Resources P/L trading as Benchmark College is an approved Smart and Skilled Training provider. To be eligible to receive funding, the following eligibility criteria must be met:

- Be an Australian citizen, an Australian permanent resident, a humanitarian visa holder or a New Zealand citizen.
- Be aged 15 years or older.
- Have left school.
- Live or work in New South Wales.

For more information, please visit <https://smartandskilled.nsw.gov.au> or call 1300 722 104.

Ready to enrol?

Contact Benchmark College to get an Application Form and hear about the next steps in the process.

Still have questions? Contact one of our friendly staff members by phone on 1800 286 916 or email info@benchmark.edu.au

Visit our website and read our Student Handbook, policies and procedures, and check all the information needed to make that important decision.

We are waiting to hear from you!

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