

The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This ensures practical application of learning in your workplace that provides real benefits that help retain staff and add value to your business.

- Our trainers are industry experienced professionals.
- Minimal disruption to your operations.
- We develop training strategies that respond to industry-specific needs using our in-house instructional design writers.



SIR30216 CERTIFICATE III IN RETAIL

Entry Requirements

- Participants must be employed in a retail setting such as speciality stores or department stores in a customer facing role.
- Participants must have English language, literacy and numeracy skills equivalent to Year 10 of compulsory schooling, as a minimum.

Duration

This program is typically delivered over a 12 month period; however, this can vary according to client needs and can be negotiated during the consultation process.

Pre-Training Review

A pre-training review will be undertaken to ascertain the participant's current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

Pathway / Careers

Successful completion of this program can lead to career opportunities such as Sales Assistant, Customer Service Representative, Point-of-Sales Operator or Retail Supervisor, in a diverse range of retail settings.

Further study can be undertaken in the Certificate IV in Retail Management (SIR40316).

Delivery and Assessment Methods

- Delivery is a combination of group workshops and coaching sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are further developed and practised in the coaching sessions.
- Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

Mentor Induction and Engagement

Workplace mentors from your business are inducted into the program to ensure the knowledge and skills are reinforced to ensure the participant progresses through the course to completion.

Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: www.spectra.edu.au together with Spectra's Refund Policy.

Eligibility / Government Funding

Spectra Training is a national provider of workplace training. For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government. For information on eligibility criteria, please consult the Spectra Training website: www.spectra.edu.au

For further information on state/territory initiatives or details of an Australian Apprenticeship Centre please visit: www.australianapprenticeships.gov.au

Certificate III in Retail

Proposed Training Program

Pre-Training Review, including:

- Skills recognition application (if applicable)
- Language, Literacy and Numeracy assessment
- Program overview
- Enrolment
- Learner Induction
- Mentor Induction

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Spectra Training Australia is a business name
of CLB Training & Development Pty Ltd

Cycle 1: Customer Service

SIRXCEG001 Engage the customer – **CORE UNIT**

SIRXSLS001 Sell to the retail customer – **CORE UNIT**

SIRXCEG002 Assist with customer difficulties – **CORE UNIT**

SIRXCEG003 Build customer relationships and loyalty – **CORE UNIT**

Topics include: ➤ Sell products and services ➤ Exceptional customer service skills
➤ Provide information ➤ Build rapport and maintain relationships ➤ Maximise sales
➤ Enhance organisation ➤ After sales service ➤ Manage a database ➤ Loyalty programs

Cycle 2: Managing Difficult Customers

CHCDIV001 Work with diverse people

SIRXCEG008 Manage disrespectful customers, aggressive or abusive customers

Topics include: ➤ Cultural diversity ➤ Deal with conflict

Cycle 3: Store Safety and Security

SIRXWHS002 Contribute to workplace health and safety – **CORE UNIT**

SIRXRSK001 Identify and respond to security risks – **CORE UNIT**

Topics include: ➤ Apply safe work practices ➤ Identify and remove hazards
➤ Recognise emergency situations ➤ Maintain security of merchandise and cash
➤ Respond to security breaches ➤ Reporting procedures

Cycle 4: Personal Performance

SIRXCOM002 Work effectively in a team – **CORE UNIT**

SIRXIND001 Work effectively in a service environment – **CORE UNIT**

SIRXIND003 Organise personal work requirements

Topics include: ➤ Effective communication ➤ Employment rights and responsibilities
➤ Quality standards ➤ Daily planning

Cycle 5: Achieve Targets

SIRXCEG006 Provide online customer service

SIRWSLS002 Analyse and achieve sales target

Topics include: ➤ Communicate with customers according to online customer service standards and procedures
➤ Monitor progress towards sales targets
➤ Report sales progress to relevant personnel