

SIR30216 Certificate III in Retail

Introduction

Mid North Coast Community College Ltd. is a Registered Training Organisation (RTO number 45596) registered with the Australian Skills Quality Authority. MNCCC is proud to offer the SIR30216 Certificate III in Retail as a 12 month (48 week), employment based program. The program involves both workplace based training and assessment and self-paced study. This program provides learners with skills and knowledge required to work in the Retail sector. If you currently work in or wish to pursue a career in Retail, this is the course for you.

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.

Who is responsible for your training?

MNCCC is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Units of Competency

The SIR30216 Certificate III in Retail comprises 13 units of competency. MNCCC has organised these units of competency into relevant clusters relating to shared skills and knowledge or shared work tasks. This results in an efficient delivery of training and assessment and a structure that is very logical for learners.

To be issued the qualification SIR30216 Certificate III in Retail a learner must be assessed as competent in 13 units of competency. These units of competency are comprised of 8 core units and 5 elective units. MNCCC has selected the elective units of competency within this course and have chosen these based on providing the learner a broad set of skills with a focus on the development of skills as an independent worker. The selected units of competency are also supported by the learning content within the prescribed text.

The selection of these units of competency and the course structure has been confirmed through industry engagement undertaken by MNCCC.

The SIR30216 Certificate III in Retail is delivered using the course structure outlined below:

National recognition

Unit delivery structure and sequence:	Sequence	Units
	1	SIRRFS001 Handle food safety in a retail environment
	2	SIRXCEG001 Engage the customer
	3	SIRXCEG002 Assist with customer difficulties
	4	SIRXCEG003 Build customer relationships and loyalty
	5	SIRXCOM002 Work effectively in a team
	6	SIRXIND001 Work effectively in a service environment
	7	SIRXRSK001 Identify and respond to security risks
	8	SIRXSLS001 Sell to the retail customer
	9	SIRXWHS002 Contribute to workplace health and safety
	10	SIRRINV001 received and handle retail stock
	11	SIRRINV002 Control stock
	12	SIRRMER001 Product visual merchandise displays
	13	SIRXPDK002 Advise on food products and services

These competencies have been drawn from the nationally endorsed industry training package, the Retail Services Training Package (SIR). On successfully completing the training and assessment, the SIR30216 Certificate III in Retail qualification will be issued. A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and the wider retail services community. MNCCC will issue a qualification within 30 days

of the final assessment being completed.

Program outline

The course will be delivered over 12 months, face-to-face, at work. Formal, trainer lead sessions by MNCCC trainers at the student's workplace will be undertaken to a total of 20 hours per week. During these workplace visits students will undertake assessment and assessors will collect workplace evidence. The course modules (clusters) are sequenced in a way that allows a logical progression. Participants will be provided with professionally presented reference material to assist them to develop their knowledge of the subject.

Locations

This training will be undertaken in the workplace, with classroom activity onsite.

- **Classroom and Practical Training Site:** Individual employers own site.

Expected duration

The program is designed to be delivered over 12 months (48 weeks). PMCC is able to support participants that need additional time. Alternatively, participants who have pre-existing skills and knowledge may be able to complete the course in a shorter duration.

Assessment requirements

The assessment is conducted using a combination of realistic workplace tasks, projects, knowledge tests, response to case studies and feedback from supervisors. The following provides a brief explanation of the assessment methods that are to be applied:

- **On the Job** The training is delivered face-to-face in a classroom setting onsite and will involve presentations, discussions, skill demonstrations, activities. Learners are issued with printed learning guides and are also provided relevant handouts applicable for workplace learning eg organisation policies and procedures. Learners also receive a copy of each presentation in order to allow them to take notes through the day. The training material has been prepared in support of each unit of competency individually and will be delivered according to the sequence identified above. Activities assist to tie multiple unit outcomes together and reinforce learning.
- **Self-paced Training.** Learners are required to engage in self-paced study conducted outside of schedule training days to enable learners to deepen their understanding of the content. This self-paced study has been developed in support of each unit of competency. Self-paced study activities are issued to the learner in a self-paced study guide.

Approximately 4 hours per week over 40 weeks of the 12month program.

These will include a range of activities which will require the learner to undertake their own study and research and then provide generally a written response which will be reviewed by the trainer.

These are a compulsory activity and constitute a component of the structured amount of training of the course. Completed self-paced study guides will be collected and retained by Port Macquarie Community College. The learner is required to submit their self-paced activities for assessment.

- **Practical Demonstration** The learner is required to demonstrate a range of skills and applied knowledge whilst being observed by the work place supervisor and assessor. These tasks typically involve the learner performing a practical task required of their job which is aligned to an approved assessment. These tasks will also generally involve a discussion between the learner and the workplace supervisor / assessor immediately after the demonstration to gather further evidence of competency through verbal questioning.
- **Portfolio of Work** The learner is required to prepare a portfolio of work based on completed activities which reflect requirements of the workplace applicable to the unit of competency. A portfolio of work will include materials selected and items built to the specifications of the assessment. Learners are reminded to retain a copy of their own work before submission. The assessor will review the submitted portfolio of work against the requirements of the unit of competency to conduct the assessment.
- **Written/Reflection** The learner is required to respond to a range of questions and/or case study activities. The learner will research their answers from the issued learning material and other references. A written report will relate directly to the required knowledge evidence in the units of competency and aims to collect both the valid and sufficient evidence of the candidate's knowledge. (where writing is difficult this form of an assessment will be substituted or supplemented to account for the learning barrier) The assessor will review the learner's submitted report and using assessment benchmarks will review this work and provide feedback to the learner. The learner is expected to provide
- **Presentation/Observation** The learner is required to undertake a range of projects to create various outputs relating to the units of competency being delivered. Where appropriate, the learner will be supplied with template documents and tools. Work projects are particularly applicable to units of competency which included a single task which occurs over an extended period of time. These tasks typically require input from a number of sources and the candidate is required to produce an output for the assessment (usually a creation of wood). The learner will submit their work which will be reviewed by the assessor according to defined observation criteria based on the work requirement.
- **Third Party Report** Customer feedback may be requested

Practical (work) placement

This training is employment based and as such, all practical aspects will be undertaken in the workplace.

Entry requirements

There are no pre-requisites or entry requirements identified in the relevant training packages.

Mid North Coast Community College do require that learners:

- Learners must be 15 years or older
- Provide photo Identification is required to be sighted prior to course commencement.
- Funded learners must meet funding eligibility prior to commencement

Literacy, numeracy and digital assessment is a requirement prior to commencement but may be estimated using varying methods.

- **Please note.** MNCCC will engage with persons expressing interest in enrolment to discuss their language, literacy and numeracy skills. MNCCC can provide additional learning support to students who require basic assistance. For students who have more fundamental support needs, MNCCC can refer these students to a specialist language, literacy and numeracy development provider who can assist students to improve their language, literacy and numeracy skills to enable them to suitably commence the course.

Recognition of Prior Learning

Applicants can apply for recognition of their existing skills and knowledge that are relevant to the units of competency within the program. These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program. Students are encouraged to notify MNCCC of their interest or intention to apply for RPL prior to their enrolment. We will provide you a pre-training review questionnaire that gathers information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

Student Information

Detailed student information is available within our Student Handbook which is supplied with the enrolment package. This booklet contains important information about a student's rights and obligations such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information

to you straight away.

Dress and Equipment Requirements

Students are required to present to the workplace in attire according to the expectation and requirements of individual employers. Students are issued with a prescribed text book to assist with their study.

Cost

This course is available on a fee for service arrangement. The current cost can be found in our Fee Schedule along with details of refund rights and obligations.

Subsidised Prices – Eligibility as per smartandskilled.nsw.gov.au

Contact us and get the ball rolling!

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