A people-focused, creative and dynamic career

Gain a competitive edge in the retail industry by enrolling with TAFE Queensland. If you love providing product advice, and consider yourself a real people person, retail might just be your ideal career.

This program will provide the opportunity for you to update, increase and broaden your current skills and knowledge in the retail industry, taking them to the next level.

LOCATION/S
External

DURATION
Online: up to 1 year

Course delivery options
WORKLOAD
External
DELIVERY
Online

Entry requirements
Although there are no formal entry requirements for this course, it is recommended that you have previous experience in a retail role or equivalent.

Resources required
You will require access to a reliable internet connection to access TAFE Queensland's online systems, and a computer.

Placement
Vocational Placement is mandatory in
...more online

What are my payment options?
No matter what your circumstances, TAFE Queensland South West has a payment option to suit you. If you are unsure of what's right for you, call us on 1300 914 754. We're here to help.

FULL FEE | $2,655
This is the total cost of the course.
Got a question?
Enquire about your full fee study options

SUBSIDISED | $887
The Queensland Government will offset the cost of study for eligible students. You will still need to pay for a portion of your study costs. The amount above is what you will need to pay.

CONCESSION | $445
You are eligible for the concession price of a course if you are eligible for subsidised training, and are listed on an Australian Government Low Income Health Care Card or Pensioner Concession Card. If you are Aboriginal or Torres Strait Islander, you hold a Department of Veterans' Affairs Pensioner Concession Card, or if you have a disability.

Accurate as at 4 April 2018. For the latest information see:
tafesouthwest.edu.au/course/17826

RTO 0275
CRICOS 03020E
**Outcome**

SIR30216 Certificate III in Retail

**Job prospects**
- Customer Service Officer
- Retail Assistant
- Sales Assistant
- Retail Supervisor

**Units**

The successful achievement of this qualification requires you to complete 13 units in total, including 8 core units and 5 elective units.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIRXCEG001</td>
<td>Engage the customer</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCEG002</td>
<td>Assist with customer difficulties</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXCEG003</td>
<td>Build customer relationships and loyalty</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXXHS002</td>
<td>Contribute to workplace health and safety</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXIND002</td>
<td>Organise and maintain the store environment</td>
<td>Elective</td>
</tr>
<tr>
<td>SIRXCOM002</td>
<td>Work effectively in a team</td>
<td>Core</td>
</tr>
<tr>
<td>SIRRINV001</td>
<td>Receive and handle retail stock</td>
<td>Elective</td>
</tr>
<tr>
<td>SIRXIND003</td>
<td>Organise personal work requirements</td>
<td>Elective</td>
</tr>
<tr>
<td>SIRXIND001</td>
<td>Work effectively in a service environment</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXRISK001</td>
<td>Identify and respond to security risks</td>
<td>Core</td>
</tr>
<tr>
<td>SIRXSL001</td>
<td>Sell to the retail customer</td>
<td>Core</td>
</tr>
<tr>
<td>SIRRMER001</td>
<td>Produce visual merchandise displays</td>
<td>Elective</td>
</tr>
<tr>
<td>SIRXPDK001</td>
<td>Advise on products and services</td>
<td>Elective</td>
</tr>
<tr>
<td>VPC120</td>
<td>Vocational placement</td>
<td>Vocational Placement Scheme</td>
</tr>
</tbody>
</table>

**Disclaimer**

The elective units available may vary between locations, delivery modes and intakes.

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ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?

Enrol today to secure your spot in this course.

**HOW TO ENROL**

Enrol now

You're ready if you have:
- checked your meet the entry requirements (under the course details tab)
- checked your important dates (under the course details tab)
- checked your course costs and knew which payment option is right for you (under the costs tab)
- checked your rights and responsibilities as a student, as detailed in the student handbook and refund policy
- Created your Unique Student Identifier and can provide this code to Customer Service TAFE Queensland

All done? Then head to the link below to complete your enrolment:


Recognition of prior learning

Fast-track to a formal qualification by earning credit for the things you already know. Getting recognition for the skills you’ve gained from the workplace and/or previous learning means less study time for you and getting qualified a whole lot sooner.

More info:


Make your future happen

Connect with TAFE on Facebook

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