

## SIR30207 CERTIFICATE III IN RETAIL

To achieve a Certificate II in Retail Operations, 10 must be successfully completed:

- 3 Core units from either Group A or Group B
- 5-7 Elective units
- Maximum of 2 from the Product Knowledge units

### Core Units

#### Group A

SIRXCCS003A	Coordinate interaction with customers
SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security

OR

#### Group B

SIRXOHS002A	Maintain store safety
SIRXRSK002A	Maintain store security
SIRXSLS004A	Build relationships with customers

### Elective Units

SIRXADM002A	Coordinate retail office
SIRXCCS003A	Coordinate interaction with customers
SIRXICT003A	Operate retail information technology systems
SIRXFIN001A	Balance point-of-sale terminal
SIRXFIN003A	Produce financial reports
SIRRFSA002A	Monitor food safety program
BSBFRA301A	Work within a franchise
TAAASS301A	Contribute to assessment
TAADEL301A	Provide training through instruction and demonstration of work skills
SIRXINV002A	Maintain and order stock
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
SIRXMPR001A	Profile a retail market
SIRXMER002A	Coordinate merchandise presentation
SIRXMER005A	Create a display
SIRXQUA001A	Develop innovative ideas at work
THHBFB09B	Provide responsible service of alcohol
THHBFB10B	Prepare and serve non-alcoholic beverages
THHBFB12B	Prepare and serve espresso coffee
THHBKA01B	Organise and prepare food



THHBKA03B	Receive and store kitchen supplies
SIRRPOS004A	Handle customer interviews and applications
SIRXSLS001A	Sell products and services
SIRXSLS003A	Coordinate sales performance
SIRXSLS004A	Build relationships with customers
BSBCMN301A	Exercise initiative in a business environment
BSBCMN304A	Contribute to personal skill development and learning

**Product Knowledge Units**

SIRRRPK006A	Recommend liquor products
SIRRRPK007A	Recommend and fit clothing or footwear products and services
SIRRRPK008A	Recommend jewellery products and services
SIRRRPK009A	Recommend toddler and baby products
SIRRRPK010A	Recommend home and home improvement products and services
SIRRRPK011A	Recommend books or newsagency services
SIRRRPK012A	Recommend business and leisure products and services
SIRRRPK013A	Hire and sell video and DVD products and services
SIRRRPK014A	Recommend specialised products and services
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services