

Certificate III in Retail

Course Overview:

Get ready to deliver excellent customer service with our nationally recognised SIR30216 Certificate III in Retail. Arm yourself with industry essential skills to engage the customer, work as part of a team, manage feedback and complaints, and deliver quality customer service. Transform yourself into a qualified and confident Customer service specialist today.

The retail industry is stable. Over the next five years the number of jobs is expected to reach 536, 000 by 2025.

Who is it for?

This course is perfect for people with no experience in sales but would like to kick start a career in the retail industry.

You will build your knowledge from the ground up, equipping yourself with a solid set of entry level skills that you can use to launch your career when you graduate.

During the course, you will learn how to:

- Build customer relationships and loyalty
- Engage the customer
- Sell to the retail customer
- Assist with customer difficulties
- Organise and maintain the store environment
- Work with diverse people
- Work effectively in a team
- Work effectively in a service environment
- Advise on products and services
- Purchase goods and services
- Identify and respond to security risks
- Contribute to workplace health and safety
- Maintain personal health and wellbeing





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This course contains a minimum of 120 hours of work placement

What are the benefits?

- By undertaking a work placement you'll get a chance to put the knowledge you've learned on your course into practice
- You'll also develop practical, on-the-job skills and could make contacts that could help you find a job once you graduate
- Work placement is often the most rewarding part of a student's course. Working face-to-face with clients and colleagues in your chosen field makes a huge difference to your career confidence

