



SIR30216 Certificate III in Retail



Course Description

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.



Skills Gained

- Following safe work practices
- Engaging and assisting customers
- Organising and maintaining work environment
- Selling and advising on products and services
- Working effectively in a service environment



Your Course

- Minimum 12-month program
- Monthly training & assessment sessions at your workplace
- Undertake workplace-based learning, practical assessments & direct observations



Entry Requirements

Suitable language, literacy and numeracy skills for Certificate III Level. Learners must have demonstrated interest in the course and be employed by Hungry Jack's.

National Traineeship Eligibility requirements:

- An Australian citizen, permanent resident, or New Zealand citizen, and
- Aged 15 years or older
- Not have completed a qualification at the same level or above in the last 7 years.



Modules

- Food Safety
- Workplace Health & Safety
- You & Your Team
- You & Your Environment
- Customer service
- Selling Skills



Click the link below to express your interest
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