



NATIONALLY RECOGNISED  
TRAINING

Course Guide

**SIR30216** Certificate III in Retail



Acacia Education & Training

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*Get the skills, knowledge and practical experience you need to start a career in the retail industry with a SIR30216 Certificate III in Retail from Acacia Group Pty Ltd.*

## Course overview

This qualification reflects the roles 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.

Our industry professionals will cover topics such as:

- Engaging customers
- Assisting with customer difficulties
- Handling stock
- Working effectively in a service environment and team

This course will take learners from beginner to professional Retail worker in twelve (12) months. Students will get a solid education in the fundamentals of retail operations and services, and will graduate job ready.

Individuals with this qualification are able to perform such roles as,

- Provide in-depth product and service advice in a retail setting
- Sell products and services in a variety of retail settings
- Service the point-of-sale terminal
- Maintain daily store operations

## Completion of the course

To achieve this qualification, students must successfully complete the required units of competency, as outlined on page 4 of this brochure. Where necessary, students must be able to attend all practical assessments on the assigned dates in order to successfully complete the course. Arrangements can be made to accommodate students under certain circumstances.

Upon successful completion of this course, students will receive the **nationally recognised qualification SIR30216 Certificate III in Retail** that can be used to gain work in a number of industry roles including: Frontline Sales Assistant, Customer Service Representative, Shop Assistant or Retail Supervisor.

## Course duration

The duration for the course is twelve (12) months. If you are completing the course via online correspondence the time it will take you to complete is flexible and dependant on ability and time available.

## Potential career opportunities

Career opportunities within the Retail sector include, but are not limited to the following:

- Frontline Sales Assistant
- Shop Assistant
- Retail Supervisor
- Cashier
- Customer Service Representative
- Sales Team Leader
- Senior Sales Assistant
- Retail Assistant

## Course delivery

This course can be delivered in a flexible program of either online, correspondence or classroom training and self-paced learning activities. Students have twelve (12) months to complete the course. All delivery modes provide the students with support through their studies by a team of experienced trainers and assessors, who are on hand to answer any questions you have and provide feedback on your progress.

- **Online:** Students may choose to do their training via our student online learning platform [Acacia eCloud®](#) with full support from our experienced trainers. Where necessary, the trainer will meet with the student to perform practical and simulated assessments.
- **Classroom:** Training and assessment takes place in a classroom and involves discussions and group activities. Classroom based training also requires some self-directed learning, where further study and assessment activities are done by participants in their own time.
- **Correspondence:** Students may choose to receive their assessments as paper-based workbooks or fillable pdf's. They will complete the written assessments in their own time with full support from our experienced trainers. Where necessary, the trainer will meet with the student to perform practical and simulated assessments.

## Assessment overview

- **Assessment:** The methods in which students are assessed may include theory based assessments, case studies, projects and observations.
- This qualification is ungraded. Successful students will receive a qualification which shows their level of achievement for each unit as Competent, unless Credit Transfer or Recognition of Prior Learning (RPL)\* is granted for any units, in which case that will be indicated instead.
- Every assessment must be completed to a satisfactory standard to demonstrate competency in each unit.
- If you do not complete an assessment to a satisfactory level, you will be given the opportunity to undertake a second assessment at another time.

\* All students are eligible to apply for Recognition of Prior Learning (RPL). *See section on Recognition of Prior Learning within this course guide.*

## Requirements

Acacia is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

**Education:** There are no formal entry requirements for this qualification.

**Minimum age:** Applicants will need to be at least 15 years old. If under 18 years of age the enrolment form will need to be signed by a parent or guardian. (For smart and skilled funding students must no longer be enrolled in school, see Smart and Skilled eligibility criteria on page 5 of this brochure for more information).

**English:** This course involves reading and undertaking a range of written assessments, as well as engaging in group discussions. Furthermore, the delivery mode relies on the extensive use of written communication.

**Language, Literacy and Numeracy:** All applicants will be required to undertake a Language, Literacy and Numeracy assessment prior to entry into the course. The purpose of this assessment is to determine whether you may require additional support in order to complete the course successfully. This way, we can tell you prior to enrolment if we are able to provide the level of support you require or if you might need to seek support from external agencies. **Applicants will be given 45 minutes in which to complete the written parts of the assessment.**

**Pre-Training Review:** Applicants will be required to complete a Pre-Training Review. This involves a set of questions from our Student Support team during a brief over the phone interview. This provides Acacia with a clear understanding of the applicants suitability to the course. This also provides the student with the opportunity to ask any questions they may have regarding the course.

## Materials and equipment

If the student is completing the training in one of our classroom based sessions all necessary training and assessment materials and computer based equipment will be provided.

If the student is completing the training via correspondence or E-learning students will require access to a computer with internet and Microsoft Office (or equivalent), software installed and a printer. All other necessary training and assessment materials will be provided.

Students will require basic computing skills in order to complete the training.

## USI (Unique Student Identifier)

All students studying nationally recognised qualifications are required to register for a USI before enrolment with a registered training organisation anywhere in Australia. It is free and easy to create one online at <https://www.usi.gov.au> Feel free to contact Acacia Group for any help with this process.

## Units of Competency

To gain a full qualification in SIR30216 Certificate III in Retail, you will need to complete a total of thirteen (13) units; eight (8) core units and five (5) elective units. The following are the units we typically offer for classroom delivery of this qualification.

UNIT CODE	UNIT NAME
<b>Core Units</b>	<b>All 8 core units must be selected</b>
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXWHS002	Contribute to workplace health and safety
SIRXSLS001	Sell to the retail customer
<b>Electives</b>	<b>All 5 elective units must be chosen</b>
SIRXIND003	Organise personal work requirements
SIRRINV001	Receive and handle retail stock
SIRXMKT001	Support marketing and promotional activities
SIRRMER001	Produce visual merchandise displays
SIRXIND004	Plan a career in the retail industry

## Fees

Students may be eligible for subsidised training through the NSW government's Smart and Skilled program, of which Acacia Group is an authorised provider.

*\* For those candidates who are not eligible for Smart and Skilled funding, please contact Acacia for an obligation free quote.*

Fees for students eligible for Smart and Skilled subsidised training are:

- First Qualification: \$1,450
- Second Qualification: \$1,750
- Traineeship: \$0
- Concession: \$240
- Exemption: \$0

Eligibility for a government subsidised fee, and for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

### Basic Eligibility

To be eligible to receive subsidised training through Smart and Skilled, applicants must be:

- 15 years old or over and no longer at school,
- Living or working in NSW,
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

Individuals are eligible for one Smart and Skilled scholarship per financial year. Aboriginal and Torres Strait Islanders who are eligible, are exempt from fees for any Smart and Skilled course.

Please contact Acacia if you would like more information, such as eligibility for fee concession or exemption, or go to [www.smartandskilled.nsw.gov.au/are-you-eligible](http://www.smartandskilled.nsw.gov.au/are-you-eligible), click on the "Check your eligibility" button and follow the prompts.

For more information on the Smart and Skilled fee administration policy please follow the link below:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/fee\\_administration\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf)

## Traineeships

SIR30216 Certificate III in Retail is available with Acacia as a Traineeship in the state of NSW. Please contact Acacia Education & Training for a copy of our **Traineeship Guide**.

If you would like to read more information on Traineeships go to [https://www.training.nsw.gov.au/apprenticeships\\_traineeships/index.html](https://www.training.nsw.gov.au/apprenticeships_traineeships/index.html)

## RPL (Recognition of Prior Learning)

Acacia understand that you may already have many skills and areas of expertise that you have obtained in different ways and these are recognised through our Recognition of Prior Learning (RPL) process.

All students are entitled to apply for recognition in the course or qualification in which they are enrolled. This application should be made as soon as possible after enrolment. The aim of getting recognition is to avoid the completion of unnecessary learning activities in which a learner is already competent, by the provider assessing and acknowledging the skills and knowledge the student has acquired through formal and informal learning.

Students enrolled in a course subsidised by Smart and Skilled can apply for recognition in that qualification at no additional charge, and may be eligible for a reduced student fee based on recognition granted.

## Student support

### Academic support

Students have access to trainer support throughout the duration of their course, whether they are studying in classroom based sessions, correspondence or online. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, skype or phone, the student will be provided with these contact details on course commencement.

### Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted via email or phone. Please see contact details further below.

## Plagiarism

It is essential that the work students are assessed on is their own. Penalties will be imposed for students found cheating or plagiarising in an assessment. It must be clearly acknowledged if quoting or using other people's work.

## Contact

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in. Please feel free to contact our Administrative Support team on:

P: 02 4751 2300

E: [info@acaciaeducation.edu.au](mailto:info@acaciaeducation.edu.au)

W: [www.acaciaeducation.edu.au](http://www.acaciaeducation.edu.au)

Business days: Monday to Friday

Business hours: 9:00am to 5:00pm