



National Retail
Association

TRAINEESHIP MODEL

SIR30216

CERTIFICATE III IN RETAIL

QUALIFICATION 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.”

training.gov.au/Training/Details/SIR30216

ENTRY REQUIREMENTS

There are no entry requirements for this qualification, however the participants' LLN needs to be around Level 2/3 of the ACSF. Each trainee will undergo an interview. Additional support needs will be advised on a case by case basis by our training team.

PATHWAYS

“The qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants. Individuals with this qualification are able to perform roles such as frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.”

training.gov.au/Training/Details/SIR30216

On successful completion of the SIR30216 Certificate III in Retail, the participant may enroll in the SIR40316 Certificate IV in Retail Management.

FINANCIAL INCENTIVES FOR EMPLOYERS

The Australian Apprenticeship Support Network will confirm what incentives are available for employers when signing a trainee into a traineeship, but mostly new employees will attract \$1,500 within the first three months and then \$2,500 upon completion, a total of \$4,000.

COST AND INVOICING ARRANGEMENTS

The National Retail Association delivers traineeships in every state for cost of \$2,500 - \$3,000, depending on the location and the number of trainees at the site. The NRA will issue our first invoice for 50% after three months, and then a second invoice upon completion.

In Queensland, the cost is subsidised by the Queensland Government and is closer to \$1,000.

QUALIFICATION DETAILS

Training Package	SIR (Release 1.0 – 2.0) – Retail Services Training Package				
Qualification Code	SIR30216 (Release 1)				
Qualification Title	Certificate III in Retail				
AQF Level Descriptor	Level 3				
Packaging Rules	13 units must be completed: <ul style="list-style-type: none"> • 8 core units • 5 elective units: 				
Unit Listing	Unit Code	Unit title	Core / Elective	Nominal hours	
	SIRXCEG001	Engage the customer	Core	30	
	SIRXCEG002	Assist with customer difficulties	Core	40	
	SIRXCEG003	Build customer relationships and loyalty	Core	40	
	SIRXCOM002	Work effectively in a team	Core	30	
	SIRXIND001	Work effectively in a service environment	Core	45	
	SIRXRSK001	Identify and respond to security risk	Core	30	
	SIRXSLS001	Sell to the retail customer	Core	20	
	SIRXWHS002	Contribute to workplace health and safety	Core	20	
	Other electives available on request	SIRRINV002	Control stock	Elective	35
		SIRRRTF001	Balance and secure point-of-sale Terminal	Elective	20
		SIRXIND005	Develop personal productivity	Elective	30
		SIRRFSA001	Handle food safely in a retail environment	Elective	40
		SIRRMER002	Merchandise food products	Elective	25
	Total hours				405

Unit details: training.gov.au/Training/Details/SIR30216

DELIVERY MODEL

Delivery Schedule

Our traineeship model is typically structured as follows

- ✓ Delivered over approximately 10 months with one face to face training session every 4 to 6 weeks, totalling 7 or 8 sessions.
- ✓ Skype, email and telephone communication as required, at least once between face to face sessions.
- ✓ Practice of new skills with supervisor overseeing in the workplace between visits
- ✓ Access to online food safety portal from enrolment until deemed competent in the unit.
- ✓ Specialist food safety trainer available during office hours as support for online food safety training.

Delivery and Assessment Arrangements

Delivery will take place at the workplace at a time agreed by all parties. At the first meeting, the Certificate III participant will undergo induction into the program and be issued a training log book, training plan, online food safety log on and the first unit workbook and assessment.

Training of the first unit will commence. The trainer will guide the participant through the work book and the assessment process will be explained. The expectation is that that the written (theoretical) component of the assessment is to be completed by the next face to face session. Assessment materials can be in hard copy form or an online facility can be used.

The trainer will contact the participant to check progress after a couple of weeks. The participant may contact the trainer as often as needed with any questions or concerns regarding the assessment process. If using the online facility, the trainer can give feedback as soon as any work is submitted.

The participant is to practice learnings from the module and record them in their Log book with the supervisor signing them off.

At the next visit, the written assessment is checked by the trainer and observational/practical assessment is carried out. The log book is also checked. If the participant is deemed competent, then the trainer will move on to deliver two other units as outlined on the Sample Delivery/Assessment Timetable below. If the participant has not completed the assessment or is not deemed competent, the trainer will advise and formulate a plan to complete or redo the unit. In this instance, only one other unit will be delivered.

Regional participants will receive at least one face to face visit from their trainer to go through the induction, delivery and assessment process and deliver the first unit. Contact will be made using the same timeframes as above, but instead of face to face meetings, these sessions will take place via the Go-to webinar platform, with workbooks and assessments being mailed out if using hard copy or via the online system. Other contacts will remain the same.

Sample delivery/assessment timetable

Session	Unit Delivery	Assessment Details
1	Induction Login Online food safety tool SIRRFSA001 SIRXWHS002 Contribute to workplace health and safety	
2	SIRXIND001 Work effectively in a service environment SIRXCOM002 Work effectively in a team	SIRXWHS002 Contribute to workplace health and safety
3	SIRXIND005 Develop personal productivity	SIRXIND001 Work effectively in a service environment
	SIRXCEG001 Engage the customer	SIRXCOM002 Work effectively in a team
4	SIRXCEG002 Assist with customer difficulties	SIRXIND005 Develop personal productivity
	SIRXCEG003 Build customer relationships and loyalty	SIRXCEG001 Engage the customer
5	SIRXSLS001 Sell to the retail customer	SIRXCEG002 Assist with customer difficulties
	IRRINV002 Control stock	SIRXCEG003 Build customer relationships and loyalty
6	SIRRRTF001 Balance and secure point-of-sale Terminal	SIRXSLS001 Sell to the retail customer
	SIRXRSK001 Identify and respond to security risk	SIRRINV002 Control stock
7	SIRRMER002 Merchandise food products	SIRRMER002 - Merchandise food products
		SIRRRTF001 Balance and secure point-of-sale Terminal SIRXRSK001 Identify and respond to security risk

Recognition of Prior Learning (RPL)	RPL process: Participants can have their existing skills and knowledge recognised via the Recognition of Prior Learning process and this will be discussed with participants during their induction. The assessment process is below. <ol style="list-style-type: none"> 1. Complete an RPL application kit. 2. Provide information of participant's skills and experience using for example a resume, job description, documents, references 3. Undertake a competency conversation with assessor to demonstrate knowledge in the unit. 4. Give a practical demonstration of participant's skills (If additional evidence required) 5. Third party report verification (If additional evidence required)
Resources Supplied	<ul style="list-style-type: none"> • LLN tool • Induction materials and enrolment documents • Training plan • Training Log book • RPL kits • PowerPoint and facilitator session guide • Hard copy work book and assessment tools or online versions for each unit other than Food safety unit. These will be customised to apply to the training environment • Online log in for food safety unit • Specialist food safety trainer support
Validation and moderation	These are carried out per the ASQA requirements. www.asqa.gov.au/
Participants Evaluation	Participants evaluation is requested on a regular basis throughout the training and assessment relationship. At the end of the training, the participant is directed to complete an evaluation on Survey monkey or via a hard copy survey. As per AQTF standards.
Facilitators Evaluation	Facilitators are evaluated at the completion of any training program using a hard copy form. However, feedback is always welcomed and acted upon at any stage of the training relationship.
Employer Evaluation	Feedback from employers is welcomed at any stage of the training relationship and the NRA is very responsive to all concerns and any required changes. At the completion of training, employers are invited to complete evaluation via Survey monkey or hard copy as per AQTF standards.



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