



AUSTRALIAN NATIONAL COLLEGE

SIR30216 Certificate III in Retail Management and Commerce

CRICOS Course Code 094974A



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.

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.

Qualification

Students successfully completing the course will receive the Nationally Recognised qualification; SIR30216 Certificate III in Retail.

Course Duration

This course is offered full time over 1 year or 52 weeks including holidays on a full time basis.

Contact Hours

20 hours per week for 40 weeks

*Additionally, students are expected at least **10 hours** of individual study per week not limited to research, learning activities and assessment activities utilising the facilities and resources available at ANC.*

Tuition Fee

AUD \$7,000

Fees and Charges are subject to change with prior notice. Material Fee will be charged extra.

Training Location

- Level 1, 58 Franklin Street, Melbourne 3000
(Classes as per scheduled timetable)

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Entry Requirements

The Training Package does not specify any entry requirements for this qualification course.

Age Requirements

ANC has a requirement that all students must be over 18 years of age at the commencement of course.

Academic Requirements

To gain entry to this course, applicants should have successfully completed home country equivalent to an Australian Year 11 qualification.

For further information refer to the Equivalent Qualifications on the Victorian Curriculum and Assessment Authority (VCAA) website: <http://www.vcaa.vic.edu.au/Pages/vce/vcercognition/equivalents/equiv-yr11.aspx>

English Language requirements.

All International Students entering this qualification must have a minimum English Language proficiency level of one of the below:

You should qualify in any one of the following:

An English Language proficiency level of one of the following:

- IELTS overall band of 5.5 or equivalent internationally recognised exam result in line with DHA regulations;
- TOEFL iBT test score band of 46 equivalent or above;
- PTE Academic band score 42 equivalent or above;
- Cambridge English Advanced (CAE) test score band of 162 equivalent or above;
- OET score band Pass equivalent or above;
- Successful completion of Senior Secondary certificate of education in Australia conducted in medium of English;
- Completion of a full time studies in Australia towards a Certificate III or above;
- English as the first language;
- Satisfactory completion of the EAL course/English language course or satisfactory completion of 10-20 weeks ELICOS from a National ELT Accreditation Scheme (NEAS) Accredited English Institution with an IELTS score of 5.0;
- OR any other form of test which satisfies the Institution.

Teaching Method

Teaching is conducted in the classroom. The delivery will include face to face teaching, lectures, discussions, research, learning activities and group work.

Assessment

Assessments comprise of written assignments, projects, case studies, and observation. Skills will be assessed using role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Course Structure

Units of Competency

(13 units including 8 core & 5 elective units)

Code

Title

Core Units

- SIRXCEG001 Engage the customer
- SIRXCEG002 Assist with customer difficulties
- SIRXCEG003 Build customer relationships and loyalty
- SIRXCOM002 Work effectively in a team
- SIRXIND001 Work effectively in a service environment
- SIRXRSK001 Identify and respond to security risks
- SIRXSLS001 Sell to the retail customer
- SIRXWHS002 Contribute to workplace health and safety

Elective Units

- SIRRINV002 Control stock
- BSBMKG401 Profile the market
- SIRXHWB001 Maintain personal health and wellbeing
- BSBFLM312 Contribute to team effectiveness
- BSBINN301 Promote innovation in a team environment

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