



RETAIL.

SPECIALIST TRAINING DEVELOPED JUST FOR YOU

Industry Partnerships / William Angliss Institute has been inspiring people with a passion for food for over 80 years. We are a recognised specialist centre and learning community with a reputation for nurturing careers in the real world. With strong ties to some of the industry's finest, we provide our students with that extra advantage in their training and career development.

William Angliss Institute is committed to providing flexible training solutions to the retail industry while nurturing students' careers with expert training, education and mentoring.

CERTIFICATE III IN RETAIL

Course Code:	SIR30216
Duration:	24 months
Mode of study:	Workplace Training
Entry req:	Employer required under a Fee for Service Agreement

This is a nationally accredited course. Training is delivered under a Fee for Service Agreement.

The program features on the job training designed to provide you with highly developed skills to enable you to work in the retail industry.

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 also have sound knowledge of product and service offerings.

Throughout the course you will complete a range of practical subjects which will help you to develop a sound knowledge of retail service, sales and operational skills.

The course covers topics such as:

- > Workplace health & safety
- > Workplace security
- > Food safety in a retail environment
- > Customer service
- > Handling customer complaints
- > Communication skills
- > Work effectively in a retail team
- > Building relationships with customers
- > Product knowledge
- > Produce visual merchandise displays
- > Operate point-of-sale
- > Receive and handle retail stock

Career Paths

This course could lead you to positions such as:

- > Retail Assistant
- > Retail Team Leader

FLEXIBLE TRAINING SOLUTIONS

We value our strong relationship with industry and we are committed to understanding your business and meeting your training needs and expectations.

The training options we offer are designed to meet the specific needs of a retail business. Learning will occur at your workplace, integrating your practices, policies and procedures to ensure the skills and knowledge learned reflect the needs of your business. We understand that each business has its own unique constraints when it comes to training, and the flexible delivery and assessment model that we offer provides solutions to these.

Talk to us to establish the best training option for you.

SPECIALIST TRAINING

Our passionate trainers are proud of their industry and encourage students to innovate and express their creativity throughout their training, bringing those skills back to the business.

QUALITY LEARNING SUPPORT

William Angliss Institute's trainers will provide the appropriate assistance to any student in need of help in undertaking and completing a course. This support responds to the individual student's needs to maximise their learning opportunities. This assistance and support includes:

- > Literacy and numeracy assistance
- > One-on-one training set at a pace appropriate for each individual student
- > Competency based assessment with a focus on demonstrating practical skills and knowledge developed in the workplace
- > Recommending and applying reasonable adjustment to assessments when required

RECOGNITION OF PRIOR LEARNING

Prior experience can count towards your qualification. Our RPL team manages the assessment of previously gained skills and qualifications.

WHERE CAN I FIND OUT MORE?

Talk to a William Angliss Institute representative or your employer for further information and how to apply.

CONTACT DETAILS

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DISCLAIMER

Every effort has been made to ensure that the information contained in this document is correct at the time of printing. Visit www.angliss.edu.au for the most up-to-date information.

* For a full list of accredited units included in each course, please speak to a William Angliss Institute representative.

