



Course planning template

Certificate III in Retail Operations (SIR30212) through Retail Services (240 indicative hours)

Retail Services Curriculum Framework		SIR07v3.1 Training Package and qualification		
HSC indicative hours	Status in Retail Services (240 indicative hours) <ul style="list-style-type: none"> ▪ 7 mandatory units ▪ 2 units in Retail general selling stream ▪ plus HSC electives 	Unit code	Unit title	Status in Certificate III in Retail Operations <ul style="list-style-type: none"> ▪ 6 core units plus ▪ 8 elective units <ul style="list-style-type: none"> – minimum 5 listed electives – maximum 3 other electives (AQF level 2, 3 or 4)
20	mandatory	SIRXCCS201	Apply point-of-sale handling procedures	elective – listed
20	mandatory	SIRXCCS202	Interact with customers	elective – listed
15	mandatory	SIRXCOM101	Communicate in the workplace to support team and customer outcomes	core
20	mandatory	SIRXIND101	Work effectively in a customer service environment	core
10	mandatory	SIRXRSK201	Minimise loss	elective – listed
15	mandatory	SIRXSLS201	Sell products and services	core
15	mandatory	SIRXWHS101	Apply safe work practices	core
20	Retail general selling stream	SIRXMER201	Merchandise products	elective – other
20	Retail general selling stream	SIRXSLS002A	Advise on products and services	elective – listed
155	Sub-total – HSC indicative hours (HSC mandatory and stream units of competency)			

Students must undertake **another 85 HSC indicative hours** of units of competency to meet the requirements of the Retail Services (240 indicative hours) course.

To be eligible for *Certificate III in Retail Operations (SIR30212)*, students need to undertake **the remaining 2 core and 3 elective units** of competency, including at least 1 listed elective.

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25	elective	SIRXSLS303	Build relationships with customers	core
25	elective	SIRXWHS302	Maintain store safety	core
	elective			elective – listed
	elective			elective
	elective			elective
	elective			[delete row if not required]
	elective			[delete row if not required]
240	Total HSC indicative hours			

Course planning checklist

HSC course requirements – Retail Services (240 indicative hours) – Retail general selling stream

- units of competency
 - 7 mandatory units of competency
 - 2 Retail general selling stream units of competency
 - 85 HSC indicative hours of elective units of competency

- HSC Content (focus areas)
 - Customer service
 - Safety
 - Sales and security
 - Working in the industry
 - Retail general selling

- 70 hours work placement

Qualification requirements – Certificate III in Retail Operations (SIR30212)

- 6 core units of competency
- 8 elective units of competency
 - minimum 5 listed electives
 - maximum 3 other electives (AQF level 2, 3 or 4)