

School Delivered VET courses



Retail Services

This course provides you with the skills and knowledge to work in the retail industry. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

Is this course right for me?

Retail Services reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. These individuals possess a range of well-developed service based skills where initiative is required.

Where can this course take me?

The job roles that relate to this qualification may include:

- frontline sales assistant
- customer service representative
- shop assistant
- retail supervisor
- team leader
- senior sales assistant
- visual merchandising

This course can lead to further study, such as:

- SIR40316 Certificate IV in Retail Management
- SIR60116 Diploma of Retail Leadership
- SIR50217 Diploma of Visual Merchandising

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Related subjects

- Business Studies
- Business Services
- Financial Services
- Hospitality
- Skills for Work and Vocational Pathways

Credential Available	Full Certificate
Course code/name	SIR30216 Certificate III in Retail
ATAR eligible	Yes
Mandatory placement hours	70 hours
SBAT available	Yes
Specialisation required for full qualification	No



For more information contact your VET Coordinator / Careers Adviser, or visit our Internet site:
www.education.nsw.gov.au/school-delivered-vet