



CERTIFICATE III IN RETAIL OPERATIONS WRR30202

The Certificate III in Retail Operations is designed to prepare students for specialised and responsible roles in selling and merchandising in a retail sales and service environment.

The qualification delivers competencies in a range of activities and functions requiring fundamental retail operational knowledge and practical skills.

UNITS OF COMPETENCY

The Certificate III in Retail Operations is comprised of fourteen (14) units of competency which will include the following ten (10) core units below:

- WRRCA1B Operate retail equipment
- WRRCS1B Communicate in the workplace
- WRRCS2B Apply point of sale handling procedures
- WRRCS3B Interact with customers
- WRRER1B Work effectively in a retail environment
- WRRF1B Balance register/terminal
- WRR11B Perform stock control procedures
- WRRLP1B Apply safe working practices
- WRRLP2B Minimise theft
- WRRM2B Perform routine housekeeping duties

Credit may be given for the skills and knowledge students already have where applicable.

PATHWAYS TO EMPLOYMENT

Students will also have the opportunity to participate in Job Search Training workshops and receive support in:

- Preparing a resume
- Locating suitable employment opportunities
- Succeeding at job interviews
- How to keep that job and build a career.

Once completed, this qualification will provide students with pathways to a rewarding career in sales and customer service in a range of retail operations.

PATHWAYS TO FUTURE STUDY

Successful completion of this course will also ensure that students are eligible to continue studies for the Certificate III in Retail Supervision, the Certificate IV in Retail Management, or the Diploma of Retail Management.

GOVERNMENT FUNDING AVAILABLE

The Australian Government is offering to fully subsidise this qualification for job seekers under the new *Productivity Places Program*. Mission Australia Training Institute is an approved provider of the Productivity Places Program and is offering this qualification at no cost to students.

At this stage PPP will be available for job seekers only. Eligible job seekers are Australian citizens or permanent residents over the age of 15 and:

- Registered with an Employment Services Provider (ESP), or
- In receipt of income support, or
- A Community Development Employment Projects participant, or
- Not currently working but seeking or intending to seek paid employment or self employment, or
- In one of these categories before they commenced their Australian Apprenticeship (on or after 01/04/08).

Job seekers must be referred to training under the program by their ESP. Those not registered with an ESP must contact Mission Australia Training Institute directly to confirm eligibility.

To check your eligibility call: **1300 676 937 (1300 MPOWER)**

Productivity Places Program is an Australian Government Initiative www.productivityplaces.deewr.gov.au

