



The Certificate III in Retail Supervision is designed to prepare students for supervisory roles in retail sales and service environments - responsible for coordinating and supervising other staff members.

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 Supervision is comprised of nine (9) units of competency which will include the following five (5) core and four (4) elective units below:

Core

- WRRCS4B Coordinate interaction with customers
- WRRER2B Coordinate work teams
- WRRER3B Maintain employee relations
- WRRLP3B Maintain store safety
- WRRLP4B Maintain store security

Elective

- WRR15A Maintain and order stock
- WRRM3B Coordinate merchandise presentation
- WRR08A Develop innovative ideas at work
- WRRSS20A Recommend specialised products and services

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 supervisory roles 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 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.

For further information call Mission Australia Training Institute (MATI) on 1300 67 69 37 and ask about the qualifications and industry pathways being on offer near you