



RTO ID 91178

SIR30216

Certificate III in Retail (Traineeship) - Sydney, NSW

Course fees based on government funding eligibility criteria.
Course length approx. **12 months**

Course Overview

The Certificate III in Retail Traineeship combines structured learning with real workplace experience, building the skills to deliver outstanding customer service and support smooth day-to-day store operations.

Entry Requirements

Students must be employed in a retail environment, balance work with study, and have suitable language, literacy and numeracy skills for Certificate III level learning.

Training Program

Students complete learning and assessments through **mixed-mode delivery over 12 months**, including:

- Workplace based learning
- Practical observation and assessments
- Knowledge questions, scenarios and projects
- Employer/supervisor reports

Career Opportunities

Careers that can come from a WG Learning (TU NSW & TU QLD) qualification in Retail include –

- Quick Service Restaurant Team Member
- Customer Service Representative
- Front of House Staff
- Kitchen Crew Member
- Shift Supervisor

Why Choose WG Learning (TU NSW & TU QLD)?

- ✓ **\$0 Resource Fees** - Access all required course materials and resources with no additional cost.
- ✓ **Workplace-Based Learning** - Learn directly in your workplace with no classroom attendance required.
- ✓ **Collaborative Learning** - Build skills through a partnership between your employer and our RTO.
- ✓ **Local Support Sessions** - Regular training support sessions available.
- ✓ **Dedicated Trainers** - Each trainee is assigned a training specialist who provides ongoing guidance.
- ✓ **Continuous Support** - Access help and feedback from your trainer between workplace visits.
- ✓ **Flexible Assessments** - Choose online or paper-based assessments to suit your learning style.
- ✓ **Fast Marking** - Assessments are marked and returned within 7 business days.
- ✓ **Progress Reporting** - Employers receive monthly reports on each trainee's progression.

0405 322 749

Suite 1, Level 7, 428 George Street, Sydney NSW 2000

infonsw@tu.edu.au

www.wglearning.com.au

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Course Structure

This course consists of 13 units of competency with 8 core units and 5 elective units as listed below:

Core & Elective Units	
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices

Note: This qualification includes a minimum work-based training requirement, and we encourage trainees to aim to complete around one unit per month to stay on track with their training plan.

Course Fees

Course fees based on government funding eligibility criteria. Please see our statement of fees and contact WG Learning (TU NSW & TU QLD) to determine entitlement.

You may be eligible for state funding (eligibility criteria applies). Tuition fees are indicative only and may vary based on enrolment circumstances. Additional fees, such as service or resource fees, may apply. Fees are annual; if training extends beyond 12 months, extra per-unit charges will apply.

About WG Learning (TU NSW & TU QLD)

Leading RTO provider with innovative student centred inclusions to ensure our trainees are supported, confident and equipped to deliver excellent customer service and contribute to effective retail operations.

How to Enrol

- 1 Visit our website www.wglearning.com.au to register your interest or call **0405 322 749**.
- 2 We coordinate a training agreement with the ACP - Apprenticeship Connect Provider and support your traineeship placement.
- 3 Start your Traineeship and receive ongoing support, mentoring and assistance.



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