



SALES, RETAIL AND FLORISTRY

From positions like retail assistants and managers through to business development staff, employment is set to grow in this exciting and interactive sector. If, however you would like something a little more unique than mainstream retail, why not explore your passion for floristry. Our expert and industry-experienced teachers will show you how to make the most of the opportunities.



Job opportunities

To sustain and support growth in online retail sales, workers will be required to uplift their digital skills.



Industry connections

TAFE NSW has partnerships with Freshmark, Australian Retailers Association and NSW Flowers.



Annual growth +4%[^]

Demand for floristry services has grown in recent years and is forecast to increase by 4% to 2023-2024.



Demand for online customer engagement

Online grocery sales penetration is expected to increase consistently to 13% by 2023. [^]

QUALIFICATIONS YOU CAN EARN AT TAFE NSW

If you're looking to begin a career creating beautiful bouquets and displays or helping people to find what they need, then you'll need the professional skills and knowledge built by studying an TAFE NSW qualification. When you study at TAFE NSW, not only can you earn an industry-recognised TAFE NSW qualification in a range of retail and floristry course areas, but you will ensure that you succeed in your career.

Course	Code	Duration
Certificate I in Retail Services	SIR10116	5 months
Certificate II in Retail Services	SIR20216	3-4.5 months
Certificate III in Retail	SIR30216	4.5 months (FT) 2 years (PT)
Certificate IV in Retail Management	SIR40316	6 months-1 Year

Course	Code	Duration
Diploma of Visual Merchandising	SIR50217	6.8 months-1 year
Certificate II in Floristry (Assistant)	SFL20115	1 year
Certificate III in Floristry	SFL30115	1 year (FT) 1.5 years (PT)
Certificate IV in Floristry	SFL40115	1 year

FEES FOR YOUR COURSE

A range of criteria apply for course fees, access to government subsidised training, student loans, payment by instalment, fee concessions, and fee exemptions that are available to eligible students. The training for all or some of the courses listed is subsidised by the NSW Government under Smart and Skilled funding. Visit [tafensw.edu.au/enrol/fees](https://www.tafensw.edu.au/enrol/fees).

[^] Source: Labour Market Information Portal, 2019, Occupation projections - five years to May 2024.

* This course is superseded. You can still enrol in this course, and you will be contacted if you need to transition into the next version when it is available.

Disclaimer: Please check to ensure that courses are currently being offered at your preferred TAFE NSW location. Course delivery and duration may also vary between TAFE NSW locations, so please confirm before enrolling. Fee free eligibility may apply. Correct at time of publication (June 2021). RT0 90003 | CRIC05 00591E | HEP PRV12049

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SHORT COURSES YOU CAN STUDY AT TAFE NSW

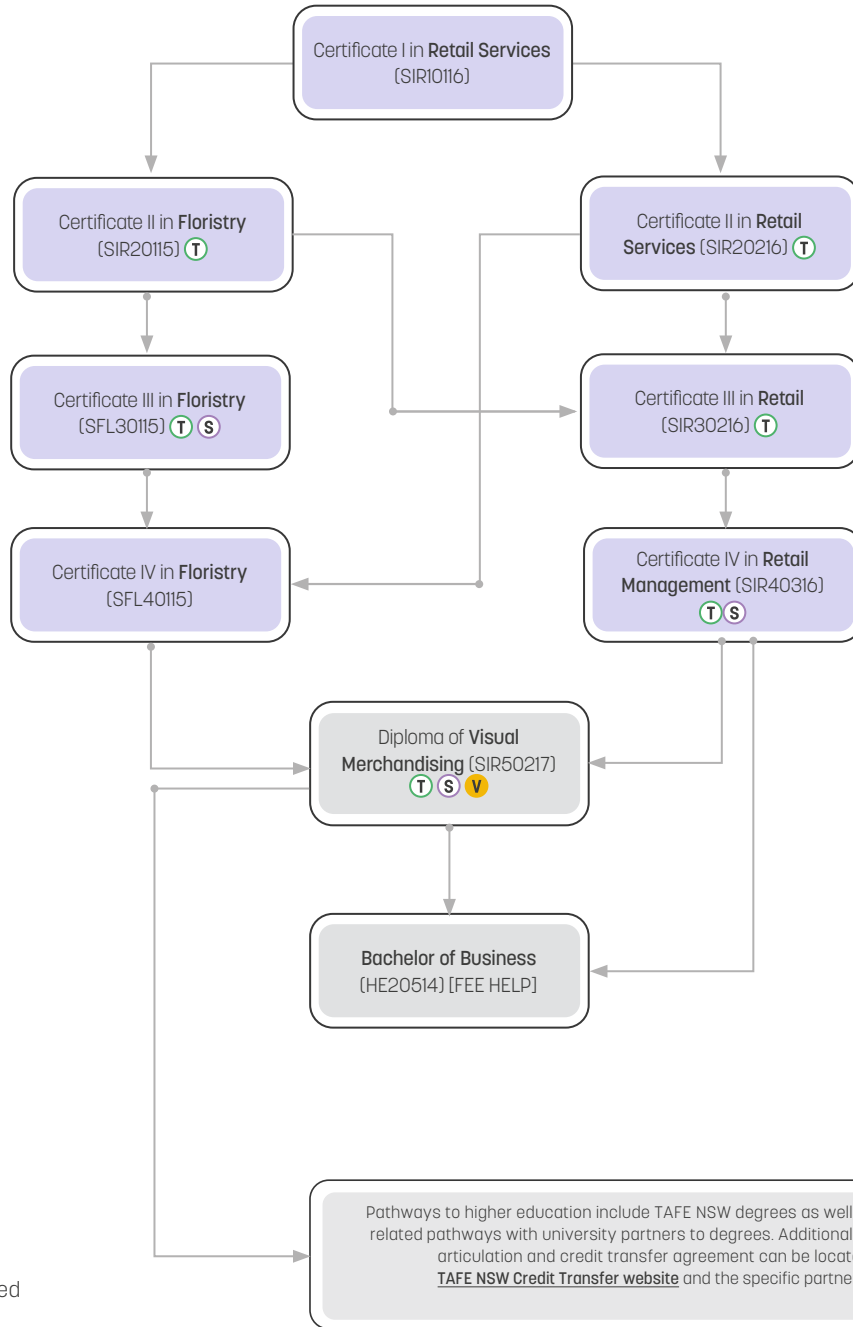
If you want to build the essential retail or floristry skills that can take you towards a great career, or even if you just want to explore them out of interest, TAFE NSW has a great selection of customised short courses available for you to study.

Short Course	Code	Duration	Included Units of Study
Statement of Attainment in Retail #2	SG00007690	4 weeks	SIRXCEG001 Engage the customer SIRXCEG002 Assist with customer difficulties SIRXCEG003 Build customer relationships and loyalty SIRXCOM002 Work effectively in a team
Statement of Attainment in Retail Skills	900-81996	17 weeks (PT)	SIRXCEG001 Engage the customer SIRXIND001 Work effectively in a service environment SIRXWHS002 Contribute to workplace health and safety SIRXSLS001 Sell to the retail customer SIRXIND002 Organise and maintain the store environment
Statement of Attainment in Retail #1	SG00007563	6 weeks	SIRWSLS002 Analyse and achieve sales targets SIRXMKT002 Use social media to engage customers SIRXSLS001 Sell to the retail customer
Statement of Attainment in Customer Service	900-81973V01	22 hours	SIRXCOM001 Communicate in the workplace to support team and customer outcomes SIRXCEG001 Engage the customer
Statement of Attainment in Floristry- Create Simple Works	900-82021	2 Days (1 day over 2 weeks)	CUAPPR201* Create simple works
Statement of Attainment Introduction to Floristry	900-81350	6 weeks (PT)	SFLWHS001 Participate in safe work practices SFLSOP005 Prepare and care for floristry stock
Statement of Attainment Introduction to Floristry	900-81604	6 weeks (PT)	SFLDEC005 Assemble floristry products SFLSOP001 Source information on floristry products and services

[Visit our website for more short courses.](#)

HOW YOU CAN GROW YOUR CAREER

When you study with TAFE NSW, there are any number of courses that lead to an even greater number of career opportunities. However, before you can earn certain qualifications, you may have to complete some pre-requisite courses. Below are some examples of career progression pathways you could follow.



- T Traineeship and School Based Traineeship
- A Apprenticeship and School Based Apprenticeship
- T Trade Related Pathway
- V VET Student Loan Approved
- S Smart and Skilled

Pathways to higher education include TAFE NSW degrees as well as other discipline related pathways with university partners to degrees. Additional information about articulation and credit transfer agreement can be located on the [TAFE NSW Credit Transfer website](#) and the specific partner website.

VET (SCHOOL)

ENTER DIRECTLY AT ANY POINT

CONDITIONAL ENTRY

FOR MORE INFORMATION CONTACT 131 601