

COURSE CODE

SIR20216

COURSE

Certificate II in Retail Services

ENROL TODAY

TAFENSW.EDU.AU or 131 601

WHY CHOOSE TAFE NSW?



Opens career doors. Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



Global prospects. TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



State-of-the-art facilities. Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



Industry exposure. TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



Recognised and respected. TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

Certificate II in Retail Services

National Course Code: SIR20216 | TAFE NSW Code: SIR20216-01V01-19BAL-037

Qualification Level	Certificate II
Study Type	Full Time
Course Start Date	25 Jul 2019
Hours Per Week	12
Duration	18 Weeks
Delivery Locations	Ballina Campus
Course Fees	Subsidised Prices First Qualification: \$880.00 Second Qualification: \$1,050.00 Traineeship: \$870.00 Concession: \$160.00 Non-subsidised Prices Full Fee: \$3,930.00
Course Features	Nationally Recognised Training Traineeship Allowed This training is subsidised by the NSW Government

Course Description

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Fee Details

Depending on your previous qualifications and experience your fee may decrease from the maximum shown.

Payment by instalment may also be available. Your fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process.

A range of criteria apply for course fees and to access government subsidised training.

Remember, TAFE NSW provides a range of easy and flexible payment options for students or a nominated third party. (If a nominated third party is covering the cost of your fees, a letter of authority or purchase order will be required).

Use the Calculate Your Fee button for your indicative course fee and to check if you qualify for government subsidised training, including an exemption or concession.

When your enrolment is complete, and you have paid the applicable fees, you will be entitled to attend class, participate in training, sit for examinations, receive educational awards, use amenities and services and receive an active TAFEcard (which provides access to library resources).

In addition to your course fee, there may be some additional charges to cover the costs of undertaking this training.

Costs associated with work experience and field trips such as food, transport and accommodation are at the students own expense.

If you are interested in studying as a Trainee please call 131 601 for full details.

Units

SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SIRXIND004	Plan a career in the retail industry
SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks
SIRXSLS002	Follow point-of-sale procedures
SIRXWHS002	Contribute to workplace health and safety

Entry Requirements

There are no entry requirements for this qualification.

Information Sessions and more about the course

Attend an Information Session to meet with the teaching staff, discuss the course and get more

information about enrolment and next steps.

Date: Wednesday, 26th June 2019

Time: 10.00am to 11.00am

Students who cannot attend the Information Session please make an **online enquiry** or contact us on **131 601** for more information about the course.

A message for young people under 17 years of age: If you are under 17 years and wish to enrol you will need to have completed Year 10, or have special permission from school and TAFE to do so.

Attendance

Classes are currently scheduled to run on Thursday, 9.00am to 3.30pm for 18 weeks.

How to Enrol

Enrolling with us is easy, though the exact process does depend on your course and any prerequisites that go with it.

Be sure to read your chosen course information carefully to make sure it is the right qualification, location and study type for you.

Enrol and pay online via our secure payment gateway to secure your place.

As you progress through the enrolment process you will be prompted to provide additional information.

If you are interested in studying as a Trainee please call 131 601 for full details.