

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: SIR20216-01V01-19CAS-041

Qualification Level	Certificate II
Study Type	Full Time
Course Start Date	Enquire Now
Hours Per Week	12
Duration	18 Weeks
Delivery Locations	Casino
Course Fees	<p>Subsidised Prices First Qualification: \$880.00 Second Qualification: \$1,050.00 Traineeship: \$870.00 Concession: \$160.00</p> <p>Non-subsidised Prices Full Fee: \$3,930.00</p>
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.

Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section

There are no entry requirements for this qualification.

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we may need you to demonstrate that you can meet any additional requirements. If this section is empty, there are no additional requirements for this course.

Information Sessions and more about the course

It's all happening at TAFE NSW InfoFest. Register for an information session, head to www.tafensw.edu.au/infofest. Can't attend the Information Session? [Enquire Online](#) or call 131601. 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.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses
- Access to local TAFE libraries

Attendance

9:00-3:30pm every Thursday for 18 weeks.

Fee Details

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

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.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

How to Enrol

Enrolments will open from 4 November 2019 for our February 2020 intake.

To find out more information on this course including the next start date, submit an online enquiry by clicking the **Enquire Now** button on this page, or call 131 601 during business hours* to chat with a member of our friendly customer service team.

*Our customer service team are available from Monday to Friday, 9am to 5pm AEST.

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 or Apprentice please call 131 601 for full details.

Units

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