

COURSE CODE

SIR20216

COURSE

Certificate II in Retail Services

ENROL TODAY

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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: SIR20216-01V01-19GRV-348

Qualification Level	Certificate II
Study Type	Full Time
Course Start Date	Anytime
Hours Per Week	16
Duration	1 Semester
Delivery Locations	Granville College
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 fee applies for most TAFE NSW courses and must be paid when you enrol. The amount you pay depends on the type of course you study, and on your personal circumstances. An initial payment of \$80 is required to confirm your enrolment into this course. If you do not wish to continue with your enrolment, you must formally advise Customer Service of your withdrawal. If you do not withdraw prior to the first date of the course, this initial payment is non-refundable. Please contact us on 13 7974 for further information.

Please click on the Smart and Skilled link

http://www.training.nsw.gov.au/smartandskilled/prices_fees.html to work out what you will pay for this course based on your personal circumstances. Depending on your personal circumstances, you may be eligible for a fee discount or fee exemption.

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
FSKLRG06	Participate in work placement
ICTWEB201	Use social media tools for collaboration and engagement

Entry Requirements

There are no entry requirements for this qualification.

Information Sessions and more about the course

This course includes Work Placement in a major retailer. It is an option and not compulsory, the hours are flexible to suit the needs of the Learner. It provides a great opportunity to learn about the industry, gain work experience and increase the prospect of employment. Please note some Units will be delivered online during classtime with Teacher supervision using Moodle.

Attendance

Proposed attendance: Three days per week for five hours each day, plus one hour of coursework on Moodle every week, 16 hours per week for 18 weeks (one Semester).

How to Enrol

To proceed with your application and to determine your eligibility and course fee, select the Enrol Now button below. Alternatively go to TAFE NSW Granville or contact us on 13 79 74. For more information about Smart and Skilled courses, student fees and eligibility please go to: <https://smartandskilled.nsw.gov.au/for-students>.

The Commonwealth requires all VET students to have a Unique Student Identifier (USI), and access to government subsidised courses depends on this. Information regarding USI and instructions on how to get your USI are available here www.usi.gov.au. When you have it, keep it with your other personal details so you will have it at enrolment.