

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: SIR20216-01V01-19GUN-042

|                     |  |
|---------------------|--|
| Qualification Level | Certificate II   |
| Study Type          | Part Time Day  |
| Course Start Date   | 22 Jul 2019  |
| Hours Per Week      | 16   |
| Duration            | 18 Weeks   |
| Delivery Locations  | Gunnedah Campus  |
| Course Fees         | <b>Subsidised Prices</b><br>First Qualification: \$880.00<br>Second Qualification: \$1,050.00<br>Traineeship: \$870.00<br>Concession: \$160.00<br><b>Non-subsidised Prices</b><br>Full Fee: \$3,930.00 |
| Course Features     | Nationally Recognised Training<br>Traineeship Allowed<br>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.

# 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 with the teaching staff, discuss the course and get more information about enrolment and next steps.

Date: 27 June 2019

Time: 5:30pm to 6:00pm

Location: Gunnedah TAFE Campus, Room DG:11

Teacher: Robyn Turnham

Fulltime study options available. To complete the course within the given timeframe, all learners will be required to work through a pre-planned study schedule. Learners will be required to demonstrate practical components of the retail course in either a real retail environment if employed in the retail industry OR attend workshops in a simulated retail environment at TAFE NSW Tamworth Campus.

## Attendance

Monday and Tuesday's 9:00am - 3:30pm and Wednesday's 9:00-1:00pm via video conference from TAFE NSW Tamworth to selected TAFE NSW West Region campuses.

## How to Enrol

Please contact the TAFE West Region Hotline on 131601.