

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: SIR20216-01V01-19MIL-305

Qualification Level	Certificate II
Study Type	Full Time
Course Start Date	Anytime
Hours Per Week	16
Duration	1 Semester
Delivery Locations	Miller
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	<p>Nationally Recognised Training Traineeship Allowed This training is subsidised by the NSW Government</p>

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

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.

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

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).

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 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.

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

To proceed with your application and to determine your eligibility and course fee, select the Enrol Now button below. Alternatively go to TAFE NSW Miller 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.

Find out more about [Applying and Enrolling](#)

Units

SIRXCEG001	Engage the customer
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXWHS002	Contribute to workplace health and safety
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRRINV001	Receive and handle retail stock
SIRXIND002	Organise and maintain the store environment
SIRXSLS002	Follow point-of-sale procedures
SIRXIND004	Plan a career in the retail industry
FSKLRG06	Participate in work placement
SIRRMER001	Produce visual merchandise displays
ICTWEB201	Use social media tools for collaboration and engagement