



COURSE CODE:  
**SIR30216**

## 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.

**ENROL TODAY**  
**TAFENSW.EDU.AU**  
**131 601**

**BE AMBITIOUS**

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**QUALIFICATION**

Certificate III in Retail

**CAREER AREA**

Advertising, Marketing and Event Management

**TRAINING PACKAGE ENTRY REQUIREMENTS:****ENTRY REQUIREMENTS**

TAFE NSW offers the Certificate III in Retail as either a traineeship or non-traineeship, so you can create the career you want.

**Non-traineeship**

There are no entry requirements for non-trainees. You can enrol in this course now.

**Traineeship**

To be eligible for this course you must:

- Be employed in the retail industry as this course is delivered in the workplace
- Have a signed traineeship contract

Thinking about a traineeship? Enquire today.

**IS THIS COURSE RIGHT FOR YOU?**

To be prepared for this course, it is recommended that you have:

- Access to a computer and internet
- Basic computer skills
- Good communication and interpersonal skills

If you need help preparing for study, contact us about your options.

NATIONALLY RECOGNISED  
TRAINING

■ **Traineeship Allowed**  
■ **Full Time, Part Time**  
**Day, Workplace**

**OVERVIEW**

The nationally recognised Certificate III in Retail gives you the essential skills and knowledge you need for a career in retail. If you want to be a sales assistant, customer service representative or retail supervisor, this course is an ideal pathway for employment and further study in this area.

**LEARN NEW SKILLS**

Through theory and practical course work, you will learn to:

- Engage the customer
- Assist with customer difficulties
- Build customer relationships and loyalty
- Work effectively in a team
- Work effectively in a service environment
- Identify and respond to security risks
- Sell to the retail customer

- Contribute to workplace health and safety

## DEVELOP YOUR TALENT

Develop the personal attributes that will help you get ahead:

- Great customer service skills
- Communication and interpersonal skills
- Organisational skills
- Critical thinking and problem solving skills
- Attention to detail
- The ability to work as part of a team

## ACHIEVE YOUR GOALS

Completing this course will provide you with:

- A nationally accredited qualification at Certificate III level
- Strong pathways to continue your study and enhance your career opportunities
- Skills and knowledge to start your own business

## Career opportunities:

- Frontline sales assistant
- Customer service representative
- Shop assistant
- Retail supervisor
- Merchandise coordinator
- Sales supervisor

## GROW YOUR CAREER

The Certificate III in Retail provides a great pathway to further study, so you can expand your career options:

- Certificate IV in Retail Management
- Diploma of Visual Merchandising
- Bachelor of Business with TAFE NSW Degrees

## INDUSTRY DEMAND

Retail is the second highest employer in Australia. Retailing will always be an industry in demand whether in bricks and mortar stores or online. More stores are moving online which provides even more opportunities for employment in various positions.

CAMPUS	STUDY MODE	START DATE	DURATION	MAX FEE IF ELIGIBLE FOR SUBSIDY	HOURS PER WEEK
Armidale	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Ballina	Part Time Day	11 Feb 2021	18 Weeks	\$1,750.00	21.6
Bathurst	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12

Blacktown	Full Time	02 Feb 2021	18 Weeks	\$1,750.00	16
Bourke Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Coffs Harbour Education CHEC	Full Time	09 Feb 2021	13 Weeks	\$1,750.00	18.5
Coonabarabran Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Cootamundra - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
Cowra	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12
Dubbo, Myall Street	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Forbes	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12
Glen Innes Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Goulburn	Part Time Day	03 Feb 2021	18 Weeks	\$1,750.00	18
Goulburn - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
Grafton	Part Time Day	10 Feb 2021	18 Weeks	\$1,750.00	21.6
Great Lakes	Full Time	08 Feb 2021	13 Weeks	\$1,750.00	18.5
Grenfell Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Griffith - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
Gunnedah	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Inverell	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Kempsey	Full Time	10 Feb 2021	13 Weeks	\$1,750.00	18.5
Kingscliff	Part Time Day	09 Feb 2021	18 Weeks	\$1,750.00	21.6
Lismore	Part Time Day	08 Feb 2021	18 Weeks	\$1,750.00	21.6
Lithgow	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12
Moree	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Mount Druitt	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Mudgee	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Narrabri	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16

Newcastle	Full Time	08 Feb 2021	16 Weeks	\$1,750.00	25.1
Orange, March Street	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12
Parkes	Part Time Day	02 Feb 2021	18 Weeks	\$1,750.00	12
Port Macquarie	Full Time	08 Feb 2021	13 Weeks	\$1,750.00	18.5
Quirindi Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Shellharbour	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16.5
Shellharbour - Trainee	Workplace	Anytime	2 Years	\$1,750.00	4
St George, Main Campus	Full Time	01 Mar 2021	18 Weeks	\$1,750.00	16
Tamworth	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Taree	Full Time	08 Feb 2021	13 Weeks	\$1,750.00	18.5
Temora - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
Tenterfield Connected Learning Centre	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Ultimo (Trainee)	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Ultimo (Non-Trainee)	Full Time	01 Feb 2021	18 Weeks	\$1,750.00	16
Wagga Wagga - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
West Wyalong - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4
Young - Traineeship	Workplace	Anytime	2 Years	\$1,750.00	4