

## Cert II Retail Services SIR20107 — Additional information

Retail is now a sophisticated, fast-paced, service-oriented and entrepreneurial industry. It is a vibrant part of any economy and now offers not just local, but global career opportunities. Like a lot of industries, however, most positions today demand people who have committed themselves to further education.

This course goes beyond foundation and is suitable for those looking to enter the retail business and those already in it with managerial aspirations through nationally recognised vocational training.

### 9 core subjects and 5 electives will be taught:

Apply point-of-sale handling procedures  
 Interact with Customers  
 Organise and maintain work area  
 Communicate in the work place  
 Operate retail technology  
 Work effectively in a retail environment  
 Perform stock control procedures  
 Apply safe working practices  
 Minimise theft

Fees are to be paid prior to commencement

\$1930 inc gst

Days - 5 days per week, Monday to Friday\*\*

Times - 9.30am - 3pm (with breaks)

Duration 16 weeks plus up to 2 weeks of work experience

Cost

Course ID - CSARetail-2-2010

### Electives

Create a display  
 Balance point-of-sale terminal  
 Merchandise products  
 Advise of products and services  
 Sell product and services

\*Fees are not refundable once registration is accepted

\*\*If absent students will have to make up the time through homework

### Work Experience is required:

Gaining valuable experience in organisations such as, MYER, Woolworths and others, where on the job training entails:

General assistance/help  
 Interacting with retail staff and customers  
 Displaying product, packing shelves, stock taking  
 Reading documents and following written instructions  
 Using retail equipment  
 OH&S—occupational health and safety

And many other duties across a wide range of areas, assisting you to develop and build your knowledge, your self confidence and gain some invaluable experience.

**To Register Call 8852 2500**