

Retail Services

Course description

This course is perfect for students who enjoy dealing with people and delivering excellent customer service. Students gain an understanding of the retail industry, while developing a broad range of transferrable personal and interpersonal skills.

Students will participate in a range of practical activities covering:

- customer service
- communication
- equipment operations
- merchandising
- sales
- stock control

Locations

- | | |
|------------------------|--------------------------|
| Ballina | Macksville |
| Casino | Maclean |
| ✓ Coffs Harbour | Murwillumbah |
| CHEC | ✓ Port Macquarie |
| ✓ Grafton | ✓ Taree |
| ✓ Great Lakes | Wauchope |
| ✓ Kempsey | Wollongbar |
| ✓ Kingscliff | ✓ Flexible/Online |
| ✓ Lismore | |

Career opportunities

A range of positions in retail sales, customer service and administration. Students may even progress into an area or state manager's position or CEO of a large retail company. Further study can open opportunities in business, human resources, community pharmacy and marketing.



TAFE to Uni Pathway



Pattern of study	2 units x 1 year (120 hour), 2 units x 2 years (240 hour), 4 units x 1 year (240 hour), plus specialisation courses
HSC exam	Yes – optional (at completion of 240 hour course)
Qualification	Certificate II in Retail Services (SIR20212) and/or transcript of competencies achieved
Pathway	Advanced standing in Certificate III in Retail Operations (SIR30212) or Certificate II in Community Pharmacy (SIR20112)
Note	1 unit (60 hour) extension course available to complete Certificate III in Retail Operations (SIR30212). 2 unit (120 hour) extension course available in Community Pharmacy to complete Certificate II in Community Pharmacy (SIR20112). Work placement mandatory – 35 hours per 2 units of study. This is a category B course.

How to **apply**

Applying for a TVET course is easy.
Follow these simple steps to get started:

1

Students and parents should read the 2017 TVET guide for high school students. While reading, it's a good idea to think about what the student is interested in and careers they may like to start learning about. It's important that the right TVET courses are chosen and the student gets the most out of their TVET experience. The 2017 TVET Guide is located on our website northcoasttafe.edu.au

2

Students, parents and Careers Advisors should discuss potential options, pathways and a selection of courses that meet the student's needs and goals.

3

Fill in the 2017 **Expression of Interest (EOI) form**. The EOI form can be downloaded from northcoasttafe.edu.au or provided by the school's VET Coordinator or Careers Advisor.

4

The EOI form should be signed by the student, parent or guardian and the school principal. TVET course codes must be included on the EOI form. They are found on the local course insert available from the VET Coordinator or Careers Advisor.

5

Submit the 2017 TVET Expression of Interest form to the school's Careers Advisor before the closing date of **16 September 2016**.

DISCLAIMER While every attempt has been made to ensure information contained in this guide was correct at the time of printing (April 2016), it can change and you should check the TVET section of our website for the latest information. Course commencement is subject to sufficient resources and demand. For the most up-to-date information on course content, attendance modes, fees, concessions, refunds and exemptions, recognition of prior learning and credit transfer options, student support services including literacy and numeracy support and welfare services, student rights and responsibilities, appeals and complaints process and Department of Education and Communities Code of Conduct visit the North Coast TAFE website or phone your local Schools Account Manager.

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Call us on 1300 628 233 or visit northcoasttafe.edu.au

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