



HVTC

skills change lives

RETAIL SERVICES

HVTC TRAINEESHIP

Certificate II Retail Services

Certificate III Retail Operations

QUALIFICATION

Upon successful completion of the course you will receive a nationally recognised qualification.

SKILLS AND ATTRIBUTES

- Show a demonstrated commitment to Workplace Health and Safety.
- Have an interest in the retail industry.
- Have a helpful and courteous manner.
- Ability to work in a team.
- Good communication skills and an eye for detail.

COURSE DESCRIPTION

These qualifications provide the skills and knowledge for basic retail operational knowledge and limited practical skills through to becoming competent in retail operations and/or supervision with the need to apply discretion and judgement.

Certificate courses cover retail sales and service environment at a junior level and learn to communicate effectively with colleagues and customers, apply working practices and perform stock control and point-of-sale procedures; further study in retail operations and/or supervision learning to maintain store safety and security and build relationships with customers. You will also be able to choose electives including business management, sales and product knowledge.

CAREER OPPORTUNITIES

Retail sales, customer service and administration, crew leader, shift manager, team leader, department or assistant store manager, checkout supervisor and merchandise coordinator.

TERM OF TRAINING

CII - 12 months nominal term (1 year).

CIII - 24 months (2 years).

WAGES

Pay rates are as per the relevant Modern Award.

RESULTS

Our apprenticeship completion rates are significantly higher than the industry average of 50%. That's because our caring staff provide ongoing support and mentoring throughout your entire training.

We employ you direct - looking after your wages, workers' compensation, leave entitlements and superannuation. This allows your host employer to give you the best work experience possible to help you become job ready.

We deliver onsite and offsite skills development training at our HVTC Skills Centre as well as partner with TAFE and other training providers.

HOW TO APPLY

When a vacancy is available the details will be placed online. For full selection criteria and to apply, go to our website.

Gain a nationally recognised qualification through HVTC, Australia's oldest and largest group training organisation.

We have employed and provided training to 18,000 apprentices and trainees for more than 30 years.

**Call us today
1800 350 570
hvtc.com.au**

