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## Development of Useful Skills

The retail industry is in growing demand. This dynamic industry has had many changes over the years to incorporate the online retail experience. The Certificate III in Retail Services is an excellent subject that allows students to develop a broad range of skills that they can use in a variety of aspects in their lives.

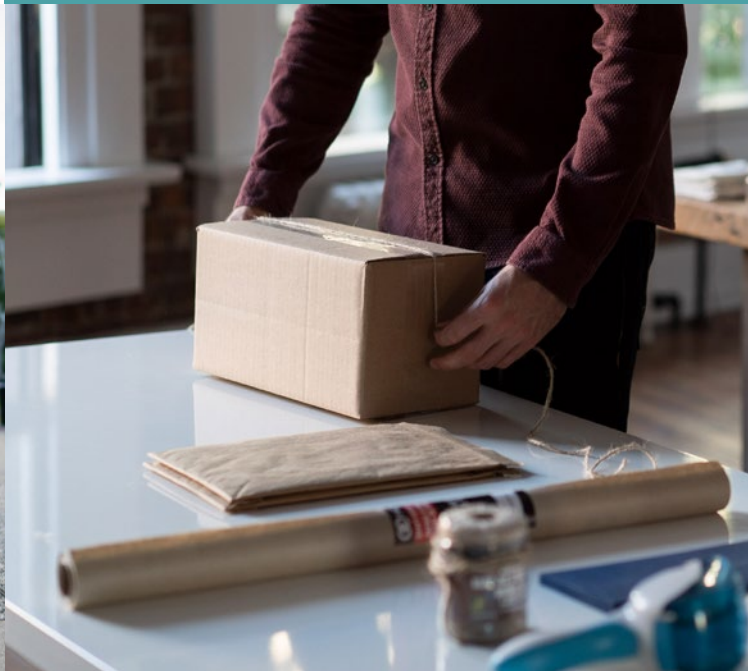


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## Career Opportunities

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 sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.



## Retail Services

YEAR 11 & YEAR 12 COURSES



**COFFS HARBOUR**  
SENIOR COLLEGE

1.

## Why do Retail Services?

You will receive the nationally recognised Certificate III in Retail Services.

- Practical hands-on subject
- Real world application
- Gain vital industry experience
- Includes work placement
- Remain eligible for an ATAR

2.

## Course Description

### Mandatory HSC component:

- Engage the customer
- Contribute to workplace health and safety
- Identify and respond to security risks
- Sell to the retail customer
- Follow point-of-sale procedures
- Work effectively in a service environment
- Work effectively in a team

3.

### Electives:

- Produce visual merchandise displays
- Advise on products and services
- Receive and handle retail stock
- Build customer relationships and loyalty
- Assist with customer difficulties
- Balance and secure point-of-sale terminal
- Organise and maintain the store environment.

