

# Retail Operations Course

## AMEP Pathways to Work Program

Providing you with some of the skills required for employment as a retail sales assistant. This course includes work experience.

Contact us today for more information

[navitas-english.com.au/slpet](http://navitas-english.com.au/slpet)



# Retail Operations Course

## Who is this course for?

AMEP eligible students who:

- have at least 1 AMEP hour remaining from their 510 hour entitlement
- are CSWE 3 (but have not received CSWE Certificate III) or high CSWE 2
- want to work in retail or continue to study
- are ready to work

## What will this course cover?

- Communication skills for working in a retail environment
- Developing skills to work in retail
- Employability skills
- Work experience in retail
- Individual mentoring on career pathways
- Assistance with finding work or further study
- Understanding Australian workplace culture
- Job seeking skills such as tailoring a resume and interview preparation

## Is childcare available?

Childcare is available for children under 5 years old (at no cost).

## What are the benefits of this course?

- Gain local experience
- Acquire local referees
- Build your network of local contacts
- Improve your English
- Learn how to look for work
- Employment coaching to help you perform at your best in job interviews



## This course will include:

Units of competency from Certificate III in Retail Operations (SIR30216):

- SIRXSLS001 Sell to the retail customer
- SIRXCEB003 Build customer relationships and loyalty
- SIRXCEG001 Engage the customer
- SIRXMKT001 Support marketing and promotional activities

Accredited units awarded by TAFE NSW - Sydney Institute. RTO Number 90003.



## More information

Check our course information sheet for course start dates and locations. For all enquiries or to check your eligibility please contact the Employment Pathways Unit (see contact details below) or speak to reception at a Navitas English College.

**FREE\*** for AMEP eligible students  
- up to 200 extra AMEP hours

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## Navitas English

Employment Pathways Unit

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