



UPSKILL YOUR STAFF IN RETAIL

Here at GOTAFE we're dedicated to giving your staff access to experts in this field, who are glad to share their insights.

SIR30216 Certificate III in Retail

Providing exceptional customer service is key when working in retail. It's just as important as knowing the products and services you are selling. Learn how to engage your customers, manage a busy store and team.

Duration:	Full time - 24 months Part time - 48 months
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Delivery:	Traineeship*
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BSB42015 Certificate IV in Leadership and Management

"Manage the day-to-day operations of a busy retail store. Develop your leadership skills to excel as a Store Manager managing staff and systems to position your store to make a profit. This course will prepare you with the skills and knowledge to pursue a career in the Retail industry in roles such as store manager, department manager and assistant store manager in speciality retail stores, supermarkets, department stores and fast food outlets.

Duration:	Full time - 12 months (1 day workshop per month)
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Delivery:	Shepparton Campus
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*This course is offered as a traineeship to new or existing employees within their chosen industry. Our Trainer will come to you, conducting one on one site visit every 6 to 8 weeks.

For staff with experience in Retail or Leadership roles, there are opportunities for Recognition of Prior Learning (RPL).