



PRE COURSE INFORMATION - RETAIL

NAME OF FUNDING:	SKILLING QUEENSLANDERS FOR WORK PRODUCTIVITY PLACES PROGRAM
ELIGIBILITY:	LONG TERM UNEMPLOYED / AGED OVER 45YRS / 18 – 24 YRS AUSTRALIAN CITIZENS OR PERMANENT RESIDENTS
TYPE OF COURSE:	CERTIFICATE II IN RETAIL
DATES:	10 AUGUST – 9 OCTOBER, 12 OCTOBER – 11 DECEMBER 2009
DAYS IN ATTENDANCE:	MONDAY, TUESDAY AND FRIDAY
HOURS:	9AM – 2.30PM (EXTRA WORK TO BE COMPLETED OUTSIDE THESE HRS)
SUBJECTS:	POINT OF SALE HANDLING PROCEDURES, INTERACTING WITH CUSTOMERS, MINIMISING THEFT, STOCK CONTROL PROCEDURES, BALANCING TILLS, SELLING PRODUCTS AND SERVICES, COMMUNICATION IN THE WORKPLACE, SAFE WORK PRACTICES, OPERATING RETAIL TECHNOLOGY, ORGANISING AND MAINTAINING WORK AREAS
DRESS STANDARDS:	WORK ATTIRE – DRESS AS IF YOU ARE GOING TO WORK OR AN INTERVIEW
WHAT TO BRING:	A CAN DO ATTITUDE, USB MEMORY STICK, NOTEBOOK AND PEN, MORNING AND AFTERNOON TEA, LUNCH
ADDITIONAL INFORMATION:	PARTICIPANTS MUST COMPLETE THE TRAINING AND BE COMMITTED TO FINDING EMPLOYMENT. INCLUDED IN THE COURSE IS 2 WEEKS UNPAID WORK EXPERIENCE, JOB SEARCH SKILLS INCLUDING RESUME WRITING, INTERVIEW TECHNIQUES, SOURCING EMPLOYMENT, APPLICATION LETTER WRITING.

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