

## CERTIFICATE COURSES IN RETAIL

These courses may be completed over one, two and three years. The lists below include all compulsory and elective modules. Individual programs are tailored for each student / apprentice / trainee. These courses can be completed in your workplace, in our workplace, or as a combination of on and off the job delivery through the SA College of Natural and Traditional Medicine, anywhere in Australia.

### CERTIFICATE 2 IN RETAIL OPERATIONS

Introduction to Retailing  
 Communicate in the Retail Workplace  
 Retail Documentation & Calculations  
 Work effectively in a Retail Environment  
 Apply Safe Working Practices  
 Perform Routine Housekeeping Duties  
 Operate Retail Equipment  
 Minimise Theft  
 Apply Point of Sale Handling Procedures  
 Interact with Customers  
 Perform Stock Control Procedures  
 Balance the Register / Terminal  
 Sell Products & Services  
 Advise on Products & Services  
 Merchandise Products  
 Apply Retail Office Procedures  
 Apply Retail Office Keyboard Skills  
 Perform Retail Finance Duties  
 Recommend Health and Nutritional Products and Services

### CERTIFICATE 3 IN RETAIL OPERATIONS

Coordinate Work Teams  
 Maintain Employee Relations  
 Coordinate House Keeping  
 Maintain Store Safety  
 Maintain Store Security  
 Implement Staff Training  
 Assess Workplace Competencies  
 Coordinate Interaction with Customers  
 Coordinate Merchandise Presentation  
 Coordinate Sales Performance  
 Coordinate Retail Office  
 Recommend Health and Nutritional Products and Services  
 Coordinate Interaction with Customers  
 Coordinate Merchandise Presentation  
 Coordinate Sales Performance  
 Apply Store Security Systems and Procedures  
 Coordinate Hygiene and Sanitation  
 Maintain Stock Control and Order Stock  
 Coordinate Retail Office  
 Operate Retail Information Technology Systems  
 Produce Financial Reports  
 Prepare Payroll  
 Maintain Stock Control and Order Stock

### CERTIFICATE 4 IN RETAIL MANAGEMENT

Implement Staff Training  
 Assess Workplace Competencies.  
 Lead and Manage People  
 Manage Sales and Service Delivery  
 Manage Merchandise and Store Presentation.  
 Control Store Security/Loss  
 Control Inventory  
 Manage Store Facilities  
 Buy Merchandise  
 Co-ordinate Retail Office  
 Prepare Payroll  
 Provide a Safe Working Environment.  
 Administer Human Resource Policy.  
 Recruit and Select Personnel  
 Manage Financial Resources  
 Manage Sales and Service Delivery  
 Manage Merchandise and Store Presentation.  
 Control Store Security/Loss  
 Control Inventory  
 Manage Store Facilities  
 Buy Merchandise  
 Co-ordinate Retail Office  
 Prepare Payroll  
 Recommend Health and Nutritional Products and Services.