

STAR Retail Programme Costs 2021

Costs per student inclusive of GST

Subject to final approval

Retail Customer Service Level 3 - 27 Credits	Printed resources	PDF's only
Course 1 – Customer Service Skills 16 credits	\$255.00	\$221.00
Includes: <ul style="list-style-type: none"> • 11831 - Apply skills and qualities of a salesperson (6 cr) • 27229 – Respond to customer complaints (4 cr) • 11817 – Serve customers face to face in a range of contexts (4 cr) • 11818 – Demonstrate and apply product or service knowledge (2 cr) 		
Course 2 – Products and Services – 11 credits	\$175.00	\$143.00
Includes: <ul style="list-style-type: none"> • 22013 – Create/maintain materials for presentation of products (4 cr) • 422 – Create in-store displays in a retail environment (3 cr) • 24999 – Explain practices to detect/reduce staff theft and fraud (4 cr) 		
Full package (Course 1 and 2)	\$430.00	\$364.00

Retail Operations Level 3 - 32 Credits	Printed resources	PDF's only
Course 1 – Communication Skills 18 credits	\$242.00	\$206.00
Includes: <ul style="list-style-type: none"> • 1312 – Give oral instructions in the workplace (3 cr) • 9705 – Give feedback on performance in the workplace (3 cr) • 9681 – Contribute within a team or group that has an objective (3 cr) • 11816 – Respond to customer enquiries by writing in a range of contexts (4 cr) • 27927 – Apply health, safety and security practices to service delivery operations (5 cr) 		
Course 2 – Operations – 14 credits	\$188.00	\$153.00
Includes: <ul style="list-style-type: none"> • 420 – Create window displays in a retail or distribution environment (3 cr) • 24996 – Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment (3 cr) • 12003 – Demonstrate knowledge of buying processes in a retail or distribution environment (3 cr) • 123 – Use office information, copying, and telecommunication systems (5 cr) 		
Full package (Course 1 and 2)	\$430.00	\$359.00

Retail Customer Service Level 2 - 27 Credits	Printed resources	PDF's only
Course 1 – Customer Service Skills 13 credits	\$197.00	\$166.00
Includes: <ul style="list-style-type: none"> • 11941 – Establish and maintain positive customer service interactions in a retail environment (2 cr) • 11938 – Assist customers to select goods and/or services (5 cr) • 62 – Maintain personal presentation and a positive attitude in a workplace involving customer contact (3 cr) • 9677 – Communicate in a team or group which has an objective (3 cr) 		
Course 2 – Products and Services – 14 credits	\$212.00	\$182.00
Includes: <ul style="list-style-type: none"> • 28301 – Demonstrate knowledge of products and product information in a retail environment (5 cr) • 17593 – Apply safe work practices in the workplace (4 cr) • 24997 – Demonstrate knowledge of theft and fraud in a retail or distribution environment (5 cr) 		
Full package (Course 1 and 2)	\$409.00	\$348.00

Retail Operations Level 2 - 13 Credits	Printed resources	PDF's only
	\$409.00	\$377.00
Includes: <ul style="list-style-type: none"> • 405 – Demonstrate knowledge of consumerism (3 cr) • 11978 – Maintain housekeeping in a retail environment (3 cr) • 11968 – Demonstrate and apply knowledge of legislation applicable to sale of goods and services (4 cr) • 28298 – Demonstrate cash handling skills in a retail environment (3 cr) 		