Are you looking for a qualification which could help you gain an entry level position in a sales-type role in a wide range of organisations, selling services/products and developing skills to manage disrespectful, aggressive or abusive clients/customers?

Certificate II in Retail Services is a wonderful way to develop sought after customer/client service skills and to build your confidence in working with others.

Worklinks offers the Certificate via zoom sessions (once a week). You participate in the zoom sessions, then undertake other tasks at your own pace between sessions. Your trainer has industry experience and is well qualified to help you to complete the qualification – and to respond to email queries during the week if you require some help/direction between sessions.

Make this your new year’s resolution – to obtain a qualification to help gain you employment or even as entry to a Certificate III qualification or traineeship, or just to develop generic skills that help whatever industry you want to work in

For further details contact Worklinks … CALL 1300 852 359

The first zoom session will be held during the week beginning 23 January. There are 12 units of competency to complete and we aim to have participants completed in 3 - 6 months. The pace is yours to decide.

Please see over for details regarding prices
Upfront Pay per unit*

$1450

Fee per unit: $125
Total units: 12

Administration Fee of $250 upfront (non-refundable)

Administration fees are non-refundable. Each unit require payment before the release of your next unit.

Further charges may be applied if student obligations are not met in accordance with the agreed timeframes stated in the student training plan, discussed and determined at induction. Maximum time frames are subject to recommended study load and potential nationally authorised changes to qualification criteria.

<table>
<thead>
<tr>
<th>Co-Contribuition Fee</th>
<th>Total Units</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concessional</td>
<td>$4 per unit</td>
<td>12</td>
</tr>
<tr>
<td>Non-Concessional</td>
<td>$10 per unit</td>
<td>12</td>
</tr>
</tbody>
</table>

Certificate 3 Guarantee funding via the Queensland Government’s Skills Assure Program supports ELIGIBLE* students in obtaining their FIRST post-school Certificate III Qualification. Students will be required to make a co-contribution fee (listed above) before the commencement of their course.

For Further Information: https://desbt.qld.gov.au/training/training-careers/incentives/certificate3

*Eligibility criteria apply to receive subsidised course fees and concessional status.