

# Business and information technology



# Accounting and financial services

If you like numbers and can see the story behind the zeros, then why not consider a career in accounting or financial services. These skills are in high demand and employers are reporting high levels of skills shortages in these areas. You will need to have an analytical mind, and have a talent for turning a large amount of data into information that is easy to understand.

Contact us for more detailed course information, career opportunities, subject information, and entry requirements.

**Phone** 02 6055 6000 | **Email** [bcsi@wodongatafe.edu.au](mailto:bcsi@wodongatafe.edu.au) | **Web** [www.wodongatafe.edu.au](http://www.wodongatafe.edu.au)

| Course code | Course title                               | Info session | How to apply |        | Duration     | Mode           |             |           |           |                    |
|-------------|--------------------------------------------|--------------|--------------|--------|--------------|----------------|-------------|-----------|-----------|--------------------|
|             |                                            |              | VTAC         | Direct |              | Apprenticeship | Traineeship | Full-time | Part-time | Distance education |
| FNS30310    | Certificate III in Accounts Administration | •            |              | •      | 6-12 months  |                | •           |           |           | •                  |
| FNS40610    | Certificate IV in Accounting               | •            | •            |        | 6-12 months  |                | •           |           |           | •                  |
| FNS40210    | Certificate IV in Bookkeeping              | •            | •            |        | 6-12 months  |                | •           |           |           | •                  |
| FNS50210    | Diploma of Accounting                      | •            | •            |        | 12-18 months |                | •           |           |           | •                  |
| FNS60210    | Advanced Diploma of Accounting             | •            | •            |        | 12-18 months |                | •           |           |           | •                  |

## Certificate III in Accounts Administration FNS30310

This course may help you to gain positions of responsibility in the financial services industry. After completing this course, you may undertake further studies in the Certificate IV in Accounting.

## Certificate IV in Accounting FNS40610

Completion of this course is desirable if you are working or want to work in the financial services industry.

## Certificate IV in Bookkeeping FNS40210

Completion of this course provides you with the skills that you need to work in a bookkeeping role or provide a bookkeeping service.

## Diploma of Accounting FNS50210

Completion of this course may enable you to advance in the professional financial field to a role in which you manage small teams.

## Advanced Diploma of Accounting FNS60210

This course is for you if you are working in the accounting sector and want to become a qualified accountant. When you have completed this course, you will have met the requirements for associate membership of the National Institute of Accountants ([www.nia.org.au](http://www.nia.org.au)).



### Steven Hams is one of Wodonga TAFE's passionate teachers

'There is a shortage of qualified people in the financial services industry', says accounting teacher Steven Hams. 'More so in rural areas than urban areas, organisations want trained people who are looking for a career. It's a little competitive, but students with the right skills and attitudes will always find work.'

Steven and his department offer training in all areas and at all levels of accounting. 'We teach the basics to start with, for example, debits, credit, journal ledgers, and the like', Steven says. 'Then, we move on to computerised accounting, for example, using MYOB, before looking at more advanced concepts like tax, auditing, budgeting, and management accounting. We look at the needs of accountants who work in government or private organisations.'

Students benefit from the flexible learning, which fits around their lives. 'Students can work at their own pace', he says, 'one subject at a time or many. I've had students who have completed the course in as little as three months, and others who've taken as long as four years. Most of our courses are delivered off campus where students have ongoing access to tutors, online resources, face-to-face meetings, and on-the-job support'.

# Business administration and legal services

Complete a business qualification to enhance your employment prospects in a range of professions.

If you are enthusiastic and well-presented, with good communication and organisational skills, there is a career in business waiting for you.

Without doubt, the legal profession is an exciting industry to enter. Of course you will need to pay high attention to detail, be willing to double-check and triple-check your work, and have excellent computer skills.

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|             |                                                      |              | VTAC         | Direct |             | Apprenticeship | Traineeship | Full-time | Part-time | Distance education |
| BSB20107    | Certificate II in Business                           | •            |              | •      | 12 months   |                | •           |           | •         |                    |
|             |                                                      |              |              |        | Self-paced  |                |             |           |           | •                  |
| BSB40207    | Certificate IV in Business                           | •            | •            | •      | 6 months    |                | •           | •         |           | •                  |
|             |                                                      |              |              |        | 18 months   |                | •           |           | •         |                    |
| BSB31107    | Certificate III in Business Administration (Medical) | •            |              | •      | 12 months   |                | •           |           | •         |                    |
|             |                                                      |              |              |        | Self-paced  |                |             |           |           | •                  |
| BSB30407    | Certificate III in Business Administration           | •            |              | •      | 6-12 months |                | •           | •         | •         | •                  |
| BSB40507    | Certificate IV in Business Administration            | •            | •            |        | 12 months   |                | •           |           | •         | •                  |
| BSB40110    | Certificate IV in Legal Services                     | •            |              | •      | 1 year      |                | •           |           | •         | •                  |
| BSB50407    | Diploma of Business Administration                   | •            |              | •      | 12 months   |                |             |           | •         | •                  |

## Certificate II in Business BSB20107

You develop the knowledge, skills, and attitudes you need to work effectively and confidently as a receptionist or clerical assistant in a modern office.

## Certificate IV in Business

BSB40207

This course is for you if you want to be, or are employed as, a supervisor or team leader. You may have experience in the workplace and want to improve your business skills and enhance your career options. The course provides you with a pathway for entry into the Diploma of Management or the Diploma of Human Resources Management, which may lead to entry into a related university degree.

## Certificate II in Business Administration (Medical) BSB31107

Successful completion of this course may lead to future employment opportunities for you as a medical receptionist or medical secretary.

## Certificate III in Business Administration BSB30407

This course provides you with the foundation skills you need to work in a business environment across a range of job roles, for example, as an accounts receivable clerk, accounts payable clerk, office administration assistant, or office administrator.

## Certificate IV in Business Administration BSB40507

This course provides you with high-level office skills which are required in a variety of supervisory and team-leader roles, such as an accounts supervisor, executive personal assistant, office administrator, or a project assistant.

## Certificate IV in Legal Services BSB40110

You develop the skills and knowledge you need to find work in a range of roles in the legal services industry including, for example, as a legal assistant/receptionist, paralegal, legal secretary, or legal support officer, or providing legal support to a recruitment consultant.

## Diploma of Business Administration BSB50407

You develop the knowledge and confidence you need to apply for senior administrative positions in public and private organisations. After successfully completing this course, you may pursue further studies in human resources, management or marketing, or you may continue to business studies at university.

# Human resources and training

All medium-sized to large businesses need skilled human resource specialists to help guide the effective use of employees' abilities to meet organisational goals. These specialists also play a valuable role in recruiting the right people to the organisation.

Staff training is another area of human resource management that increasingly provides career opportunities, either in a commercial business or for training providers that are registered to provide accredited training.

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|             |                                           |              | VTAC         | Direct |              | Apprenticeship | Traineeship | Full-time | Part-time | Distance education |
| CHC42108    | Certificate IV in Career Development      | •            |              | •      | Self-paced   |                | •           |           | •         | •                  |
| CHC42008    | Certificate IV in Employment Services     | •            |              | •      | Self paced   | •              | •           |           | •         | •                  |
| BSB41007    | Certificate IV in Human Resources         | •            |              | •      | 18-24 months |                |             |           | •         | •                  |
| BSB50607    | Diploma of Human Resources Management     | •            |              | •      | 12-18 months |                | •           |           | •         | •                  |
| TAE40110    | Certificate IV in Training and Assessment | •            |              | •      | Varies       |                |             |           | •         |                    |

## Certificate IV in Career Development CHC42108

This course is appropriate for people who are:

- looking for work or who are currently working in career information and transition services
- providing job search and employment services
- providing assistance as career advisors in education and training contexts
- working under the Career Advice Australia initiative.

## Certificate IV in Employment Services CHC42008

After you have successfully completed this course, you may gain employment as a recruitment consultant, or as a placement and recruitment officer in government or private employment agencies.

## Certificate IV in Human Resources BSB41007

This course is appropriate for you if you are working or looking for work in an administrative role in a human resources functional area. This course is relevant to entry-level positions in human resources and may lead

to further study in the Diploma of Human Resources Management or business management fields. It may also provide you with credits towards university studies.

## Diploma of Human Resources Management BSB50607

The course develops the knowledge and skills you need to work in and manage human resources functions and systems, with an emphasis on industrial relations issues. This course may provide you with credits towards a university qualification.

## Certificate IV in Training and Assessment TAE40110

Completion of this course may enable you to start a career as an accredited trainer and assessor either with a training organisation or in a workplace carrying out internal training. You gain national recognition for your workplace training role and optimise training outcomes in your workplace.



### Jenny Vibert is one of Wodonga TAFE's passionate teachers

Jenny certainly knows about the art of teaching. She was a primary school teacher for 15 years, simultaneously delivering TAFE certificates in fitness. She's held a variety of positions at Wodonga TAFE over the past 14 years, teaching topics that range from recreation to business management. Now she teaches soon-to-be TAFE teachers, giving prospective educators the skills and tools that they need to become teachers themselves.

'Being a teacher doesn't just mean that you know your stuff', she says. 'It's also about having a high level of energy and enthusiasm for what you do. You have to want to see people succeed, and have the capacity to go out of your way to support their journeys, from enrolment to successful completion.' Jenny's job doesn't just ask her to be a great teacher. It requires that she teaches her students how to be great teachers too!

# Information technology

All industries, businesses, and schools use information technology (IT), so the choice of careers in this area is unlimited. If you have technical aptitude and are a logical problem solver, then an IT career may be for you. Our information technology courses give you practical, hands-on training in the latest technologies so that you are ready to enter the workforce in a variety of roles when you graduate.

Contact us for more detailed course information, career opportunities, subject information, and entry requirements.

**Phone** 02 6055 6660 | **Email** [it@wodongatafe.edu.au](mailto:it@wodongatafe.edu.au) | **Web** [www.wodongatafe.edu.au](http://www.wodongatafe.edu.au)

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|             |                                                    |              | VTAC         | Direct |          | Apprenticeship | Traineeship | Full-time | Part-time | Distance education |
| ICA10105    | Certificate I in Information Technology            | •            |              | •      | 6 months |                |             |           | •         | •                  |
|             |                                                    |              |              |        | 1 year   |                |             |           | •         | •                  |
| ICA20105    | Certificate II in Information Technology           | •            |              | •      | 6 months |                | •           | •         |           |                    |
| ICA30105    | Certificate III in Information Technology          | •            |              | •      | 2 years  |                | •           |           | •         |                    |
| ICA40105    | Certificate IV in Information Technology (General) | •            |              | •      | 1 year   |                |             | •         |           |                    |

## Certificate I in Information Technology ICA10105

This course provides you with the basic skills you need to use a computer. It is appropriate for you if you have not had any formal computer training and are re-entering the workforce, or using a computer for home use.

## Certificate II in Information Technology ICA20105

This course prepares you for entry-level employment in an IT environment.

## Certificate III in Information Technology ICA30105

This course prepares you for work as a network administrator. You will learn how to monitor and support a network within an organisation.

## Certificate IV in Information Technology (General) ICA40105

This course provides you with the skills and knowledge to operate in a range of IT fields.



### Hayden Koetsveld knows Wodonga TAFE inside and out

Hayden, who is 26 years old, was first on campus as an information technology (IT) student. He now works in the IT department.

Born and raised in Echuca, Hayden has always been passionate about computers so getting into the IT industry was a natural progression. 'I am a geek at heart and have always been a computer nerd', he says. 'Working in IT allows me to play with computers all day. If you're a geek, IT is easy. It doesn't feel like work.'

Hayden is in charge of sorting out a huge range of computer issues, and each day sees him face new challenges. 'I love the contact and conversations I have with my internal customers too', he says.

Studying at Wodonga TAFE helped in a number of ways. 'It gave me the necessary confidence to find solutions to IT challenges and gave me a lot of contacts in the industry', Hayden says.

It's not all computers, of course! In his spare time, Hayden spends time with his kids, plays in a band, and enjoys cooking.

# Management and marketing

Every industry demands people who have managerial and marketing skills! You'll enter an exciting career where you can manage people, projects, or campaigns.

Inspiring others with your exceptional organisational skills and abilities to achieve outcomes within set timeframes, you will excel in these fields and reap the rewards of a successful career.

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| BSB40607    | Certificate IV in Business Sales                   | •            |              | •      | 12-18 months |                | •           |           | •         | •                  |
| BSB40807    | Certificate IV in Frontline Management             | •            |              | •      | 1-2 years    |                | •           | •         | •         | •                  |
| BSB41307    | Certificate IV in Marketing                        | •            |              | •      | 18 months    |                | •           |           | •         | •                  |
| 21821VIC    | Certificate IV in Quality Management and Assurance | •            |              | •      | Self-paced   |                |             |           |           | •                  |
| BSB40407    | Certificate IV in Small Business Management        | •            |              | •      | 1-2 years    |                | •           | •         | •         | •                  |
| BSB51107    | Diploma of Management                              | •            | •            | •      | 1 year       |                |             | •         |           |                    |
|             |                                                    |              |              |        | 2 years      |                |             |           |           | •                  |
| BSB60407    | Advanced Diploma of Management                     | •            |              | •      | 18-24 months |                | •           |           | •         | •                  |
| BSB51407    | Diploma of Project Management                      | •            |              | •      | 9 months     |                |             |           |           | •                  |

## Certificate IV in Business Sales

BSB40607

This qualification is under national review and may change for enrolments in 2012. Please contact us for further information.

This course provides you with the training to further develop business sales skills from a broad knowledge base in a variety of business sales contexts. You will apply solutions to a defined range of unpredictable problems, analyse and evaluate information from a variety of sources, and provide leadership and guidance to others.

## Certificate IV in Frontline Management

BSB40807

This certificate will provide you with the customer service, leadership, and team building skills you need to become a supervisor or middle manager. This course may also provide pathways to further studies in management and human resource management.

## Stephanie Howard studies management

Stephanie Howard grew up in Albury and, at 19 years of age, has just completed a Diploma of Management.

Will she use her skills to be a team leader in a big business? Will she become a project manager? Perhaps she'll run an office?

The answer is a little more interesting.

'When I graduate from uni, I'm going to start my own mobile embroidery business,' Stephanie says.

But first, she's moved to Melbourne to attend university. Her studies at Wodonga TAFE mean that she'll finish her university degree one year earlier than usual.

'I only did TAFE originally to keep myself in study mode while I had a gap year', Stephanie says. 'Studying there enabled me to finish uni more quickly.'

'The best part about studying at Wodonga TAFE was the learning environment', she says. 'The teachers were really friendly and helpful. They always went out of their way to ensure you not only understood the work but you had fun while you learned.'

'I loved the flexibility too.'

Her advice for prospective students is 'go for it!'

'Even if you're not sure about what you want to do afterwards, studying and learning extra skills is invaluable. The people you meet at TAFE are great and you will make friends for life.'



## Certificate IV in Marketing

BSB41307

This course is for you if you want to be, or are already working as, a marketing assistant and want to formally develop your skills and knowledge.

## Certificate IV in Quality Management and Assurance

21821VIC

As a graduate, you may gain employment specialising in the implementation of continual improvement and in the management of change and strategic quality planning in a range of industries such as engineering and nursing.

## Certificate IV in Small Business Management

BSB40407

This course is for people who are considering establishing a new business or buying an existing business (including a franchise business). On successful completion, you may go on

to specialise in marketing or human resources management.

## Diploma of Management

BSB51107

The focus of this course is on building and supporting productive workplaces. It is appropriate for people who want to be or who are currently employed in middle management. This course is also offered as a frontline management course for people in positions that supervise or influence other employees in the workplace. This is an ideal course for new managers who are seeking to develop their skills and abilities and who want to have their skills recognised by a formal process. Graduates may undertake a range of qualifications at advanced diploma level.

## Advanced Diploma of Management

BSB60407

This course may help you to gain a promotion or a position of responsibility in a managerial or leadership role, in either the public or private sectors. This course may also provide credit towards a bachelor degree in business.

## Diploma of Project Management

BSB51407

Successful completion of this course may lead you to employment opportunities in project management. Project managers are currently highly sought after in many businesses.

### Women and that special entrepreneurial spirit

It may surprise you that, since about 1995, one-third of all small businesses in Australia have been launched and operated by women. There are many more woman entrepreneurs out there now than there were in yesteryear, making their mark in the industries you'd expect, and in many that you may not expect.

Jan Cameron is the founder of retail chain Kathmandu, the owner of a number of discount retail chains, and heads a company with a turnover of about \$1 billion. Julia Ross recently resigned from the recruitment business she started in 1988 that had about \$393 million a year in annual turnover. Therese Rein, wife of the former Prime Minister, Kevin Rudd, created a successful recruitment services business that earns around \$120 million a year.

Diana Williams is the founder of the Fernwood women's health club network, a business that enjoys an annual revenue of just over \$88 million. Janine Allis launched her Boost Juice business in 2000 and now has 1850 stores around Australia, the UK, South Africa, Indonesia, and Mexico, and a turnover of \$143 million a year.

Suzi Dafnis is the director of the Australian Businesswomen's Network (ABN), an organisation that helps teach women the skills they need to start and grow their own businesses. She currently has over 15,000 members, about 90 per cent of whom are women who own businesses in areas as diverse as law, graphic design, retail, accountancy, and catering.

'I think it's always a good time for a woman to start a business, as long as you have a good solid idea, you've done your research, and you are willing to commit to your business education', says Dafnis.

'Australia has done well despite a dismal global economy and there are great business opportunities. The number of women subscribing to the ABN's newsletter in the past year has doubled, which tells me that more women are interested in information about starting and growing their own businesses.'

Dafnis believes technology has made it easier for women with good business ideas and commitment to take the first step.

'You no longer need the traditional model of an office, a lot of infrastructure, and a big budget. You can now start something on the side, while you are still employed, which is lower risk, and you can have national presence using online technology that is easily available and inexpensive', she says.

A Telstra Business Women's Awards survey in 2010 found 68 per cent of businesswomen said the difficulties of juggling work and life responsibilities were the biggest obstacle to women progressing to senior roles. A lack of affordable and reliable child care was nominated by 71 per cent of women as the biggest obstacle to them returning to work after having their children.

The Telstra survey also found that women business operators are optimistic about the year ahead. Around 62 per cent of women surveyed expected stronger sales, some 87 per cent had successfully applied for finance, and more than half expected the Australian economy to continue to improve.

Suzi Dafnis shares this optimism. 'I'm excited to be working with up-and-coming and inspiring women who are feeding their families, innovating, using creative tools, employing others, creating new opportunities, and who will be the mentors of tomorrow', she says. 'The future is very bright for women entrepreneurs.'

# Real estate

Careers in the real estate industry offer variety and a fast pace. It is a very busy industry so you will need to have excellent time management skills and enjoy dealing with people.

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| Units from CPP40307 | Prescribed course for property agent's representatives (Vic) or certificate of registration (NSW) | •            |              | •      | 3 months   |                |             |           | •         | •                  |
| CPP30207            | Certificate III in Property Services (Agency)                                                     | •            |              | •      | Self-paced |                | •           |           |           |                    |
| CPP40307            | Certificate IV in Property Services (Real Estate)                                                 | •            | •            | •      | Self-paced |                | •           |           |           | •                  |

## Prescribed course for property agent's representatives (Vic) or certificate of registration (NSW)

Units from CPP40307

When you have successfully completed this course, you will have met the educational requirements to be employed as an agent's representative in Victoria under the *Estate Agents (Education) Regulations 2008* or to obtain your certificate of registration if you want to practise in New South Wales.

## Certificate III in Property Services (Agency) CPP30207

Completion of this course provides you with the pathway to the Certificate IV in Property Services (Real Estate).

## Certificate IV in Property Services (Real Estate) CPP40307

This course is for people who work in the real estate industry and want to become licensed real estate agents in Victoria. Your successful completion of this course satisfies the educational requirements for the issue of a real estate agent's licence in Victoria under the *Estate Agents Act 1980*.

## Real estate is a family affair for Jane Moore

'I was born and bred in Yarrawonga. When I was six years old, my father, who was a farmer, went into real estate', says Jane. 'That's when my interest started.'

Another simple fact attracted her to the housing market. 'Everyone is involved in real estate in some way, whether it be renting, selling, or buying.'

Like many, she started at the bottom of the career ladder.

'At 18 years of age, I went to Melbourne and studied while I worked in the industry', she says. 'My first job was as a glorified 'gofer', fetching coffee or documents, but not long after starting I worked my way up to the commercial department, and then into property management.'

After twenty years in the industry, Jane had seen it all.

'I began to be frustrated by the bad things that are said about agents and I decided I could change the perception', she says. 'That's when I began training potential agents.'

Eventually, she stopped working as an agent and turned her focus exclusively to advising and training agents.

'I give my students knowledge of the law, and skills to help them develop into ethical and well-respected members of our industry', says Jane.

'I see myself not only as a trainer, but as a mentor for past and present students to contact if they need advice or direction.'



# Retail

Are you looking for a range of job choices and career options? Are you helpful, courteous, and a team player? Do you enjoy working with people? If you have these attributes, then a career in retail may suit you very well.

One of the fastest-growing employment sectors, retail is popular with people of all ages, from school leavers to mature age people who are re-entering the workforce or looking for a career change.

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| SIR20207    | Certificate II in Retail            | •            |              | •      | 6 weeks      |                | •           |           | •         |                    |
| SIR30207    | Certificate III in Retail           | •            |              | •      | 10 weeks     |                | •           |           | •         |                    |
| SIR40207    | Certificate IV in Retail Management | •            |              | •      | 1 year       |                | •           |           | •         |                    |
| SIR50107    | Diploma of Retail Management        | •            |              | •      | 12-18 months |                |             |           | •         | •                  |
| SIR20307    | Certificate II in Wholesale         | •            |              | •      | 1 year       |                | •           |           | •         |                    |
| SIR30307    | Certificate III in Wholesale        | •            |              | •      | 1 year       |                | •           |           | •         |                    |

## Certificate II in Retail SIR20207

Successful completion of this course may help you to find work as a sales assistant, customer service representative, sales crew member, or checkout operator.

## Certificate III in Retail SIR30207

When you successfully complete this course, you may be able to find work as a sales assistant, a customer service representative, a crew leader, a shift manager, a team leader, a department manager, an assistant store manager, a checkout supervisor, or a merchandise coordinator.

## Certificate IV in Retail Management SIR40207

Successful completion of this course may help you to find work as a manager in a store or department, or as a merchandise, customer service, or shift manager.

## Diploma of Retail Management SIR50107

This course provides the skills and knowledge required by those who hold or want to hold higher managerial positions. It applies to you if you provide support to senior management in a larger retail or wholesale outlet or are responsible for the management of a retail store or wholesale outlet.

## Certificate II in Wholesale SIR20307

Successful completion of this course may help you to find work as a sales counter assistant, telephone salesperson, or customer service officer in wholesale operations, for example, trade, building, furniture and equipment suppliers.

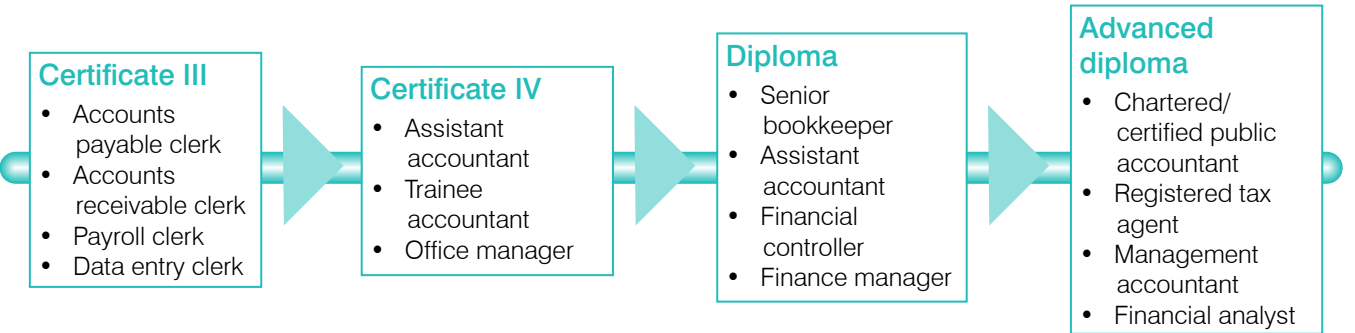
## Certificate III in Wholesale SIR30307

Future employment opportunities may include work as a sales counter assistant, telephone salesperson, sales representative, or customer service officer in a range of wholesale settings.

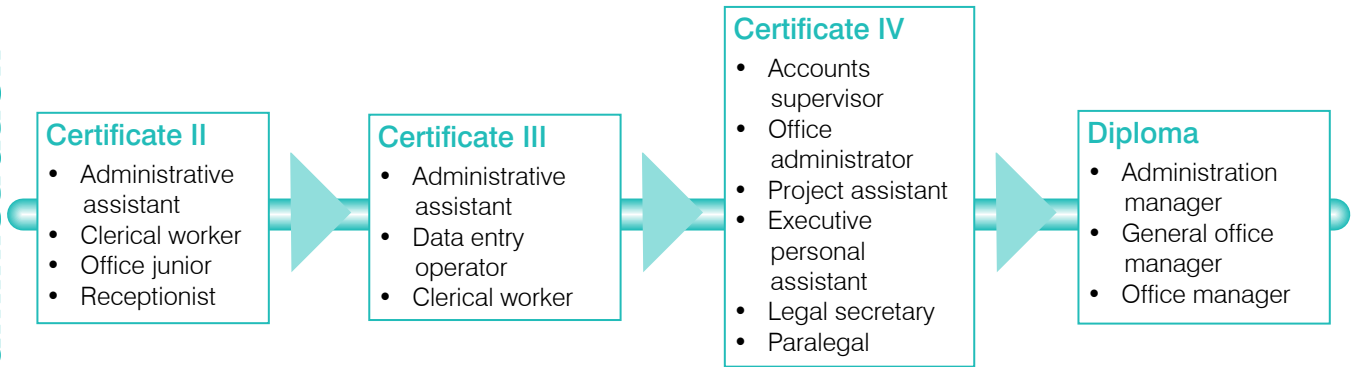


# career maps

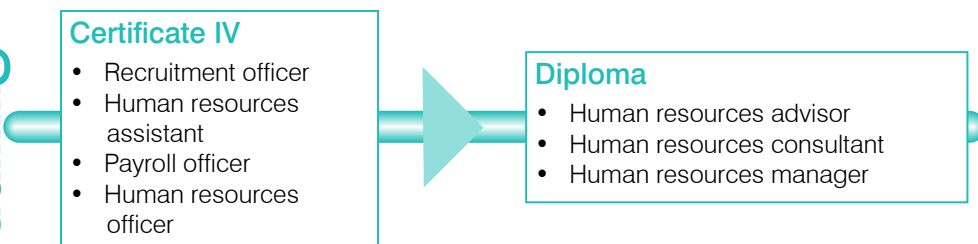
## Accounting and financial services



## Business administration



## Human resources and training



## Information technology



## Management and marketing

### Certificate IV

#### Management

- Coordinator
- Leading hand
- Supervisor
- Team leader

#### Marketing

- Marketing team leader
- Direct marketing officer
- Public relations officer
- Market research assistant

### Diploma

- Manager

### Advanced diploma

- Area manager
- Department manager
- Regional manager

## Real estate

### Certificate III

- Real estate sales agent
- Property manager

### Certificate IV

- Real estate office manager
- Buyer's advocate

### Certificate II

- Sales assistant
- Customer service representative
- Crew member
- Checkout operator
- Sales counter assistant
- Telephone salesperson
- Customer service officer

### Certificate III

- Sales assistant
- Customer service representative
- Crew leader
- Shift manager
- Team leader
- Department manager

### Certificate IV

- Store manager
- Department manager
- Merchandise manager
- Sales manager

### Diploma

- Store manager
- Merchandise manager
- Buyer
- Sales manager

## Retail

### Skills Recognition Centre

Recognition of prior learning (RPL) is a formal assessment process that measures the skills and knowledge you have already gained from previous study, training, work, or life experiences. Your skills and experience are mapped against the course in which you want to enrol. If your skills are recognised against elements in the course, you will not have to undertake training in these areas. This can save you time and money.

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**Web** [www.wodongatafe.edu.au/skillsrecognition](http://www.wodongatafe.edu.au/skillsrecognition)



# Qualifications in business and information technology

## Accounting and financial services

Certificate III in Accounts Administration  
Certificate IV in Accounting  
Certificate IV in Bookkeeping  
Diploma of Accounting  
Advanced Diploma of Accounting

## Business administration and legal services

Certificate II in Business  
Certificate IV in Business  
Certificate III in Business Administration (Medical)  
Certificate III in Business Administration  
Certificate IV in Business Administration  
Certificate IV in Legal Services  
Diploma of Business Administration

## Human resources and training

Certificate IV in Career Development  
Certificate IV in Employment Services  
Certificate IV in Human Resources  
Diploma of Human Resources Management  
Certificate IV in Training and Assessment

## Information technology

Certificate I in Information Technology  
Certificate II in Information Technology  
Certificate III in Information Technology  
Certificate IV in Information Technology (General)

## Management and marketing

Certificate IV in Business Sales  
Certificate IV in Frontline Management  
Certificate IV in Marketing  
Certificate IV in Quality Management and Assurance  
Certificate IV in Small Business Management  
Diploma of Management  
Advanced Diploma of Management  
Diploma of Project Management

## Real estate

Prescribed course for property agent's representatives  
Certificate III in Property Services (Agency)  
Certificate IV in Property Services (Real Estate)

## Retail

Certificate II in Retail  
Certificate III in Retail  
Certificate IV in Retail Management  
Diploma of Retail Management  
Certificate II in Wholesale  
Certificate III in Wholesale

## Learner services

Wodonga TAFE is committed to ensuring you have full access to a range of services to help you during your studies. To find out more about these services, please refer to the front section of the course guide folder or go to [www.wodongatafe.edu.au/studentsservices](http://www.wodongatafe.edu.au/studentsservices).



**For more** information and applications contact

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