



Fully Registered with the Higher Education Commission of Fiji as Higher Education Provider under Higher Education Act 2008. Registration Certificate Number RGN0002/11

Admission open for semester 1 – 2024

## National Certificate in Retail (Customer Service and Sales Support) (level 2)

Fiji National Qualification framework (FNQF)

|              |  |
|--------------|--|
| Level        | 02   |
| Credits      | 45   |
| Credit range | 25 compulsory credits at L2<br>20 compulsory credits at L3 |

### Nationally recognised & registered training provider

VIT (Vishan Institute of Technology) proudly offers Higher education Commission Fiji's "National Certificate in Retail (Customer Service and Service Support) (level 2)" a National Qualification ensuring pathway to academic excellence & Industry relevance. Upon successful completion you receive a prestigious Higher education Commission Fiji quality Certificate & Transcript.

*"Empowering futures: National qualifications accredited by HEC Fiji, Delivered by VIT - Your path to excellence with official certificates & Transcripts"*

### Purpose

- This is an entry-level qualification for those who are currently engaged in the service, sales and retail sectors.

The aim of this qualification is to:

- provide a pre-entry induction for individuals who are interested in working in the service, sales and retail sectors
- provide for those individuals who are interested in working in the service, sales and retail sectors a credential that will support their future employment opportunities to work, under general supervision, across different retail career pathways
- establish standards of professional practice for customer service and sales support that can provide customers, both internal and external, with confidence in the service they receive.

## Course Highlights:

➤ **Nationally Recognised**

[Fiji National Qualification framework](#)

➤ **Accreditation**

[Higher Education Commission Fiji](#)

➤ **Programme Moderation by**

[The National Qualification offered by VIT is moderated by Higher Education Commission Fiji](#)

➤ **Certification by**

[Higher Education Commission Fiji](#)

**Delivery mode:** [Face to Face / Online class available](#)

**Blended Delivery ([Suva](#) | [Lautoka](#) | [Nadi](#) | [Nausori](#))**

This qualification will be provided by face-to-face training sessions and online live webinar training via a web-hosted online training service (e.g., Microsoft Teams, Google MEET and GoToMeeting); however, in any special circumstances, the mode of delivery can be adjusted reasonably and fair to the learner cohorts.

### Assessment:

Assessments will take the form of written tasks including workbook, quiz, reflective journal, report writing, and case studies and practical tasks including role play, presentation, group discussions, observation, projects and hands on practical lab activities in a simulated work environment. Supplementary evidence will be gathered if required from the course workbook.

### Intake dates:

VIT – Quarterly intakes

**Study Period – [06 months](#)**

In a year, there are two terms:

- The 1st study period: from February to June
- The 2nd study period: from August to December

### Certificates Awarded by

**Higher Education Commission Fiji**

### Credit points:

Total number of units = 09

45 Credit points

09 Core units

### Course Format

Core Subjects

**RT00012**

Demonstrate knowledge of products and product information in a retail environment

**RT00023**

Complete sales transactions in a retail or distribution environment

**RT00033**

Maintain stock in a retail or distribution facility

**RT00042**

Demonstrate knowledge of security systems and procedures used in a retail or distribution environment

**RT00052**

Demonstrate knowledge of cash handling in a retail environment

**RT00062**

Use safe work practices in a retail environment under supervision

**RT00072**

Demonstrate and apply knowledge of legislation applicable to sale of goods and services

**RT00082**

Establish and maintain positive customer service interactions in a retail environment

**CG**

Maintain personal presentation and a positive attitude in a workplace involving customer contact

## Entry Requirements

A pre-requisite for entry into this qualification will be those who:

- have undergone at least 6 months of work experience in the retail industry; and
- are able to demonstrate some technical skills with basic literacy and numeracy skills in retail.

## FEES –

**Tuition fee FJD (\$1700-00) ( One Thousand Seven hundred dollars)**

Payable through FNPf / CASH

Mpasa Number - 8705744      MyCash Number - 7649773

BANK DETAILS: Bank (Branch): WESTPAC LAUTOKA  
Account Name: THE VISHAN INSTITUTE OF TECHNOLOGY PTE LTD  
ACCOUNT NO: 9808282355

## RPL candidates

Prior to commencing the RPL process, RPL candidates are required to have relevant work experiences and/or any other evidence to match with the training package requirements.

The mode of delivery of RPL candidates depends on the process and outcome of the RPL. The candidates can refer to the process of RPL from the Recognition of prior learning (RPL) Information Kit – RPL Kit and RPL policy.

## HOW TO ENROLL?

A – Online [www.vishaninfotech.ac.fj](http://www.vishaninfotech.ac.fj) (Upload scanned copies of Birth certificate, Joint Card, Results / Transcripts / Letters) Or CLICK <https://forms.gle/YXF3RTjirkN9ekAF6>

B – Visit our nearest Campus along with requirements (Copies of Birth certificate, Joint Card, Results / Transcripts / Letters)

C – Email [info@vishaninfotech.ac.fj](mailto:info@vishaninfotech.ac.fj)

Download admission form from [www.vishaninfotech.ac.fj](http://www.vishaninfotech.ac.fj) print, fill and email along with scanned documents.

Contact us : Call / Viber / WhatsApp 8705744 – 7649773 – 6640646

Email [info@vishaninfotech.ac.fj](mailto:info@vishaninfotech.ac.fj)

### Campus 1)

Vishan Institute of Technology - level 1, Gurbachan Singh Building, Raojibhai Patel street, Suva, Fiji Islands (Off Waimanu Road Above CJs)

### Campus 2)

Vishan Institute of Technology - Level 2, Sarju Prasad Building, Vakabale street, Lautoka, Fiji Islands ( Near Market)

### Campus 3)

Vishan Institute of Technology -- Level 1, Vunavou Street, off Main street, Opposite - FNPF Plaza, Nadi, Fiji Islands

### Center 4)

Vishan Institute of Technology -- 32 Sampuran Singh street, off Ghulab Nabi Road, Nausori, Fiji Islands

Best Wishes for 2024 !!!