



AUSTRALIAN
SALESMASTERS
TRAINING COMPANY
don't blame them...TRAIN THEM!

Retail Services (SIR07 Training Package)

**SIR20207
Certificate II in Retail**

**Nationally accredited training
from The Australian Salesmasters
Training Company
RTO # 6854**



NSW Vocational
Education & Training
Accreditation Board



NATIONALLY RECOGNISED
TRAINING

About

The Australian Salesmasters Training Company

Since 1985, The Australian Salesmasters has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them... TRAIN THEM" has been adopted by many of the nation's most progressive companies.

THE QUALIFICATION

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Why use Australian Salesmasters?

It is an undisputed fact that people enjoy their work better and are more efficient and productive when they are well skilled in what it is that they need to do.

The Australian Salesmasters has been delivering learning and development programs both nationally and internationally since 1985. More recently, as a Registered Training Organisation, RTO # 6854, we have been focused on delivering how to strategies and tactics in workplace training, productivity, performance and leadership effectiveness solutions. All these solutions are based on nationally agreed industry standards and are personalised depending on the clients needs.

We are keen to assist you and your people achieve their full potential and better align individual goals and competencies with organisational objectives. The results are measurable and lead to sustained improvements in your organisation.

All our trainers are Government accredited and have vast practical and theoretical knowledge on the programs they facilitate. All programs are experiential and a variety of training mediums are used.

At the Australian Salesmasters, you'll partner with a company that has been at the cutting edge of employee learning and development for over 20 years.

Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes are:

- measurable improvement against key organisational performance measures
- increased motivation through the use of real, action-based projects within the workplace
- a safer, more productive workplace
- development of a team-based culture
- introduction of continuous improvement tools within existing systems
- development of a sustainable learning environment.

Customer satisfaction is the primary aim for Australian Salesmasters ensuring that the courses:

- are completed on-the-job in an agreed timeframe and format
- minimise disruption through classroom training as required
- recognise prior learning and experience
- focus upon what needs to be learned
- are contextualised to meet business needs
- available via the internet (selected courses)

Career Opportunities

This course provides candidates with the skills, attributes and knowledge to perform roles such as:

- Providing product and service advice in a retail store
- Selling products and services in variety of retail settings
- Operating a checkout area
- Preparing and selling fast food items
- Store, rotate and replenish food stock
- Checking stock and replenishing retail shelves
- Organising and maintaining work areas and displays.

Entry Requirements

There are no formal entry requirements although it is expected that candidates will have:

- a qualification and/or
- substantial experience

in an area requiring the application of relevant retail operations skills.

Our minimum age of enrolment for this qualification is 18 years of age.

Induction and Enrolment

A representative of The Australian Salesmasters will meet with you at an agreed time to induct you into this course.

You may complete the enrolment documentation immediately following your induction or at another time specifically set aside for enrolment.

Useful Links

www.thesalesmasters.com

www.ebooksonly.com.au

www.dvdtraining.com.au

Customisation

All programs are customised to specific client need and industry specialty.

Course Duration

This course will be delivered and assessed in the workplace for up to 24 months.

We are able to early complete all courses on client need and by giving recognition to candidates' current skills.

Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a candidate to entry into the program with some credit/s.

Alternatively, if a candidate can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

Delivery Mode

Delivery will comprise supervised on-the-job training plus structured classroom training experiences/flexible work based

Distance learning via the Internet is also available in selected modules.

Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Classroom assessment activities
- Project-work
- Simulation
- Demonstration
- Oral and written activities via the classroom
- Written activities via the internet

Policies and Procedures

The policies and procedures applicable to this course are set out in the Australian Salesmasters Candidate Handbook.

A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

Course Structure

SIR20207 Certificate II in Retail - 14 units are required for this qualification comprising:

- 9 core units
- 5 elective units

Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate II in Retail (SIR20207)

Core Units (9 to be Completed)

SIRXCCS001A	Apply point of sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXICT001A	Operate retail technology
SIRXIND001A	Work effectively in the retail environment
SIRXINV001A	Perform stock control procedures
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft

Further Information

For further information regarding this course contact
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Elective Units (5 to be Completed)

<input type="checkbox"/> SIRXSLS001A	Sell products and services
<input type="checkbox"/> SIRXSLS002A	Advise on products and services
<input type="checkbox"/> SIRXMER001A	Merchandise products
<input type="checkbox"/> SIRXMER005A	Create a display
<input type="checkbox"/> SIRXADM001A	Apply retail office procedures
<input type="checkbox"/> SIRXADM002A	Coordinate retail office
<input type="checkbox"/> BSBSLS301A	Develop product knowledge

