



# Retail Services (SIR07)

**Certificate III in Wholesale  
(SIR30307) – Customer Service**

**Nationally accredited training  
From The Australian Salesmasters**



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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 wholesale operations with the need to apply discretion and judgement. Work would be undertaken in various wholesale settings, such as trade, building, furniture, parts and equipment suppliers. Individuals may have some responsibility for others and provide or hold specific coordination or support responsibilities within a team.

### 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)

## Course Description

This national qualification is one of four available from the Retail Services Package (SIR07).

This course has been developed to provide workers in the retail industry with the latest skills, knowledge and thinking for existing or aspiring team members to expand their capabilities. Units from within the course have been designed for application in all wholesale contents.

## Career Opportunities

This course provides candidates with the skills, attributes and knowledge to take more responsibility in the workplace through leadership roles or as change agents.

## Pathways

By successfully completing the Certificate III in Wholesale the candidate is eligible for selection into the Certificate IV in Wholesale.

## 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 skills.

## 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.

## 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 Method

Delivery will comprise supervised on-the-job training plus structured classroom training experiences.

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 Duration

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

## Outline & Structure

Candidates are required to complete 10 units primarily chosen from those shown below to be eligible for the Certificate III in Wholesale – Customer Service (SIR30307).

## Course Structure

SIR30307 Certificate III in Wholesale, 10 units are required for this qualification comprising:

- 3 core units
- 7 elective units

## Core Units (3 to be Completed)

SIRWSLS003A	Optimise customer and territory coverage
SIRXCCS006A	Maintain business to business relationships
SIRXSLS004A	Build relationships with customers

## Elective Units (7 to be Completed)

<input type="checkbox"/>	SIRXCCS003A	Coordinate interaction with customers
<input type="checkbox"/>	ICTCC320A	Use multiple information systems
<input type="checkbox"/>	SIRXMGT001A	Coordinate work teams
<input type="checkbox"/>	SIRXMGT002A	Maintain employee relations
<input type="checkbox"/>	SIRWSLS004A	Process product and service data
<input type="checkbox"/>	BSBFLM409B	Implement continuous improvement
<input type="checkbox"/>	BSBCUS403A	Implement customer service standards

## Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate III in Wholesale – Customer Service (SIR30307).

## Further Information

For further information regarding this course contact  
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