

SIR30307

Certificate III in Wholesale



Your Course Guide

SIR30307 Certificate III in Wholesale

Australian Salesmasters Training Company (RTO #6854)

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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.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

When you have completed this course, you will be able to:

- Discover how to improve relationships with customers
- Learn techniques to increase sales
- Handle difficult clients
- Present information in a powerful and engaging manner
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.



EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification.

This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• Communication

- Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive sales experience that reflects business values.
- Persuade customers to purchase goods by communicating their features and benefits.
- Regularly give verbal instructions and carry out verbal instructions from other team members and supervisors, read and interpret simple workplace documents, complete written workplace forms and share work related information with other team members.

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HOW LONG DOES THE COURSE TAKE?

Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

EMPLOYABILITY SKILLS CONT.

• Teamwork

- Effectively participate in wholesale operations teams; working independently to complete own tasks and also supporting other team members where appropriate.
- Lead small teams where required in the context of the job role; mentoring and supporting other team members.

• Problem Solving

- Demonstrate sensitivity to customer needs and concerns; anticipating problems and acting to avoid them where possible.
- Solve a range of operational problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions.

• Initiative and Enterprise

- Look for opportunities to do things better and suggest ideas to other team members and supervisors in the context of the job role.
- Translate ideas into action by positively accepting and adapting to changes in operational procedures or arrangements.

• Planning and Organising

- Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current business situation; and coordinate resources to ensure that work is carried out according to timelines and priorities.
- Coordinate and or implement changes arising from continuous improvement processes.

• Self Management

- Understand how a personal job role fits into the context of the wider business values and directions.
- Work within the business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks.
- Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.

• Learning

- Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work.
- Seek opportunities for formal education in the context of a current role or future wholesale job opportunities.
- Accept opportunities to learn new ways of doing things and share knowledge and skills with other business team members.

• Technology

- Use computers and/or select and use a range of other technology applications; in the context of available equipment and business procedures.
- Recognise and report faulty equipment and follow business occupational health and safety procedures.

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 10 units of this qualification. All modules are customised to your specific needs.

| UNIT CODE | UNIT NAME | DESCRIPTION |
|-----------------------|--|---|
| SIRWSLS003A (Core) | Optimise customer and territory coverage | This unit describes the performance outcomes, skills and knowledge required to efficiently plan and service business customers within a defined territory and seek opportunities to improve territory coverage. |
| SIRXCCS006A (Core) | Maintain business to business relationship | This unit describes the performance outcomes, skills and knowledge required to develop and maintain enduring relationships with business customers, focusing on identification of customer needs. |
| SIRXSLS004A (Core) | Build relationships with customers | It describes the performance outcomes, skills and knowledge required to use advanced sales techniques in building relationships with customers and interacting with customers, applying expert product knowledge as it relates to customers, dealing with difficult customers, establishing and maintaining a customer database, and conducting sales presentations |

COURSE STRUCTURE CONT.

| UNIT CODE | UNIT NAME | DESCRIPTION |
|---------------------------|---------------------------------------|--|
| ICTCC341A (Elective) | Provide sales solutions to customers | This unit applies to processing of major sales inquiries requiring complex solutions and follow up to ensure customer satisfaction. |
| SIRXCCS003A (Elective) | Coordinate interaction with customers | This unit describes the performance outcomes, skills and knowledge required to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management, and leading a customer service team. |
| SIRWSLS005A (Elective) | Analyse and achieve sales targets | This unit describes the performance outcomes, skills and knowledge required to set, analyse and achieve personal sales targets to guide performance and monitor the progress of sales against business objectives. |
| SIRXMGT002A (Elective) | Maintain employee relations | This unit describes the performance outcomes, skills and knowledge required to maintain employee relations. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures. |
| SIRWSLS006A (Elective) | Build sales or branded products | This unit describes the performance outcomes, skills and knowledge required to promote, position and maximise the sale of branded products and services for a wholesale business in a territory. |
| SIRXSLS001A (Elective) | Sell products and services | This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge. |
| SIRXQUA001A (Elective) | Develop innovative ideas at work | This unit describes the performance outcomes, skills and knowledge required to systematically generate and develop innovative ideas in the workplace. |

ASSESSMENT

ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –

and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

ASTC's assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:

- Multiple choice and/or short answer questionnaires
- Third party supervisor demonstration reports
- Projects/case studies
- Holistic Assessments

- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

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| E Books Only | Check out over 100 titles to assist you with your learning and development. New titles added monthly. www.ebooksonly.com.au |
| Simple Truths | Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. www.thesalesmasters.com/training-courses/simple_truths_dvd.php |
| DVD Training Library | The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. www.dvdtraining.com.au |

To enrol please call 02 9700 9333 or visit www.thesalesmasters.com