



- FACT SHEET -

SIR 30307 Certificate III in Wholesale (Customer Service Stream)

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing customer service staff should possess. These competencies relate to the areas of:

- Communication
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

Purpose

The purpose of the training program is to develop the skills and knowledge of customer service team members.

Program Benefits

- Improved productivity
- Increased innovation
- Development of customer service competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- SIRWLS003A Optimise customer and territory coverage
- SIRXCCS006A Maintain business to business relationships
- SIRXSL004A Build relationships with customers
- SIRXCCS003A Coordinate interaction with customer
- BSBCCO301A Use multiple information systems
- SIRXMGT001A Coordinate work teams
- SIRXMGT002A Maintain employee relations
- SIRWLS004A Process product and service data
- BSBMGT403A Implement continuous improvement
- BSBCUS403A Implement customer service standards

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



The Australian Salesmasters Training Company

Suite 317
30-40 Harcourt Pde
ROSEBERY NSW 2018
AUSTRALIA

Phone: (02) 9700 9333
Email:
kathy@thesalesmasters.com
www.thesalesmasters.com

**The training you need to
excel in the Wholesale
Industry.**

