



National Retail
Association

Ready for Retail

SIR30216 CERTIFICATE III IN RETAIL

SAMPLE - TRAINING GUIDE

Training venue: Employment Plus TTW, Unit 3, 109 Grand Plaza Drive, Browns Plains

Date	Workshop & Units of Competency
8 May 2018	Workplace Health and Safety SIRXWHS002 Contribute effectively to workplace health and safety
15 May 2018	Customer Engagement SIRXCEG001 Engage the customer FSKOCM02 Engage in basic spoken exchanges at work FSKOCM06 Use oral communication skills to participate in workplace teams
29 May 2018	Organising and Prioritising SIRXIND003 Organise personal work requirements
5 June 2018	Working Effectively SIRXIND001 Work effectively in a service environment
12 June 2018	Security Risks SIRXRSK001 Identify and respond to security risks
19 June 2018	Stock Receipt SIRRINV001 Receive and handle retail stock
26 June 2018	Visual Merchandising SIRRMER001 Produce a visual merchandise display
3 July 2018	Managing Difficult Customers SIRXCEG002 Assist with difficult customers
10 July 2018	Building Relationships and Rapport SIRXCEG003 Build customer relationships and loyalty
17 July 2018	Working as a Team SIRXCOM002 Work effectively in a team
24 July 2018	Retail Sales SIRXSLS001 Sell to the retail customer

WORKPLACE HEALTH & SAFETY

Unit of Competency

SIRXWHS002 Contribute effectively to workplace health and safety

Description

This workshop is designed to ensure that all staff are able to comply with the state and territory Work Health and Safety (WHS) legislation.

Learning Outcomes

During this workshop you will learn to:

- Follow safe work practice procedures
- Follow safety instructions from supervisors, managers and workplace safety signage, and observe other risk control measures
- Use personal protective equipment and safe manual handling techniques to protect self as required
- Identify and report any unsafe practices and incidents as well as any safety hazards or emergencies

CUSTOMER ENGAGEMENT

Units of Competency

SIRXCEG001 Engage the customer

FSKOCM02 Engage in basic spoken exchanges at work

FSKOCM06 Use oral communication skills to participate in workplace teams

Description

This workshop is ideal for anyone who works in a customer service role, as it covers both the core and advanced skills necessary to communicate with others and engage with customers.

Learning Outcomes

During this workshop you will learn to:

- Understand the foundations of verbal communications
- Engage with customers and adapt your approach to suit
- Identify and act upon opportunities to assist customers
- Question, actively listen and then resolve customer problems and queries



ORGANISING & PRIORITISING

Unit of Competency

SIRXIND003 Organise personal work requirements

Description

This workshop is applicable to all staff and teaches how to organise and prioritise individual work requirements and how to respond to any changes.

Learning Outcomes

During this workshop you will learn to:

- Identify what tasks need to be completed and how to obtain instructions if necessary to do the job
- Break down tasks into manageable components
- Plan and organise daily work activities while prioritising them according to organisational procedures
- Recognise changes to personal work requirements that necessitate reprioritisation of your tasks and the knowledge of how to do so

WORKING EFFECTIVELY

Unit of Competency

SIRXIND001 Work effectively in a service environment

Description

This workshop teaches staff how to most effectively perform their work duties whilst ensuring they adhere to organisational policies, procedures and any other requirements.

Learning Outcomes

During this workshop you will learn:

- How to obtain information on employee and employer rights and responsibilities as well as specific employment arrangements for your current role
- Key information on laws for anti-discrimination, harassment and equal opportunity, as well as the national employment standards
- To act promptly and follow relevant procedures regarding any instructions or information received
- How to seek clarification and advice about organisational requirement from managers etc.



SECURITY RISKS

Unit of Competency

SIRXRSK001 Identify and respond to security risks

Description

This workshop for frontline staff is designed to teach how to identify security risks from various sources and how to eliminate or minimise those risks

Learning Outcomes

During this workshop you will learn to:

- Identify risks to merchandise, customers, yourself or team members and act to prevent the escalation of the situation
- Identify security breaches and respond in line with organisational policies and procedures
- Recognise when a security matter is outside of your responsibility and be able to refer this on to the correct personnel
- Recognise and report suspicious behaviour appropriately

STOCK RECEIPT

Unit of Competency

SIRRINV001 Receive and handle retail stock

Description

This workshop is designed to teach the skills and knowledge necessary to receive and store retail stock.

Learning Outcomes

During this workshop you will learn to:

- Maintain stock handling and storage areas to an appropriate level of cleanliness.
- Check incoming stock quantity against order documentation.
- Inspect the quality of stock received to ensure it is in saleable condition and if not, how to report any quality issues.
- Unpack, handle and store stock safely and appropriately.
- Rotate, replenish and present stock to maintain optimal stock levels on the store sales floor.



VISUAL MERCHANDISING

Unit of Competency

SIRRMER001 Produce a visual merchandise display

Description

This workshop teaches retail staff how to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements

Learning Outcomes

During this workshop you will learn to:

- Prepare for displaying merchandise by organising ahead of time all of the equipment and stock necessary to complete the task
- Display merchandise according to both organisational and supplier (where necessary) requirements, whilst ensuring all workplace health and safety is adhered to
- Maintain displays to ensure they still meet visual merchandising standards and that any damaged items etc. are replaced
- Identify when the rotation or replenishment of stock is necessary to maintain optimum stock levels

MANAGING DIFFICULT CUSTOMERS

Unit of Competency

SIRXCEG002 Assist with difficult customers

Description

This workshop is ideal for customer service roles, as it provides you with the knowledge and understanding of how to solve customer problems and teaches you techniques to deal with customer difficulties.

Learning Outcomes

During this workshop you will learn to:

- Identify customer dissatisfaction and/or difficult customers and how to prevent these situations from escalating
- Determine where a refund, replacement or alternative product is appropriate and if so, how to process this according to organisational policies and procedures.
- Identify where there is danger or a threat to the personal safety of yourself, or others and how to seek assistance.
- Notice trends in customer difficulties and how to provide feedback to help prevent these from recurring.



BUILDING RELATIONSHIPS AND RAPPORT

Unit of Competency

SIRXCEG003 Build customer relationships and loyalty

Description

This workshop is designed to increase the skills and knowledge of customer service personnel in building relationships with their customers and inspiring customer loyalty.

Learning Outcomes

During this workshop you will learn to:

- Personalise the way you deal with customers so that you can foster, identify and capitalise on repeat business opportunities
- Understand your customer needs and wants, and deliver tailored solutions for those customers
- Provide exemplary customer service as a way to convert customers brand advocates
- Identify causes of customer dissatisfaction and provide appropriate solutions whilst ensuring the customer is satisfied with the outcome

WORKING AS A TEAM

Unit of Competency

SIRXCOM002 Work effectively in a team

Description

This workshop is designed to teach staff in frontline roles how to communicate and work cooperatively within a team.

Learning Outcomes

During this workshop you will learn to:

- Communicate effectively and respectfully with team members.
- Identify individual capabilities to contribute to the achievement of team goals and carry out the relevant tasks.
- Maintain open communications with team members and share information and ideas with them that enhance work outcomes.
- Work cooperatively with team members to maximise efficiency and quality of work.
- Interact with team members in a way which promotes a positive team and work environment.



RETAIL SALES

Unit of Competency

SIRXSLS001 Sell to the retail customer

Description

This workshop is applicable for any staff member whom could be involved in the sales process and teaches them how to determine a customer's needs, match products and services to those needs, and then to facilitate the sale.

Learning Outcomes

During this workshop you will learn to:

- Connect with customers, build rapport with them and use questioning and active listening to facilitate the conversation.
- Determine customers needs, preferences and expectations.
- Provide tailored solutions to customers based on their requirements.
- Provide alternative options to customers when their first preference is not available.
- Take opportunities to upsell and cross sell products and services to maximise the profitability of the transaction.



FOR MORE INFORMATION

To book a class or for more information, please see contact details below.

Contact

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