



# RETAIL IS YOUR FUTURE



## HARDWARE, TRADE AND GARDENING

### OVERVIEW

Hardware stores sell to households, businesses and tradespeople – although major builders tend to buy from wholesalers. Retail products include building materials; hand and power tools; paint supplies; plumbing fixtures; nails, screws and other fasteners; along with key gardening needs such as tools; watering equipment; lawnmowers; fertilisers and even plants. Major stores also sell a wide range of unexpected products and housewares.

It is a more mature sector – with more than half the workforce 40 years or older. Three in every five people who walk in the door of a hardware store, are home renovators. Do-it-yourself (DIY) projects have been made popular by television shows and have changed the 'look' and 'feel' of hardware retail. The gardening sector has also become more 'inventive' due to drought conditions, the trend of smaller backyards and the amount of time people are willing to spend working in the garden.

### AVAILABLE JOBS

- Sales assistant
- Visual merchandiser
- Clerical or administrative worker
- Gardener's assistant
- Machinery operator or forklift driver
- Warehouse attendant
- Labourer
- Technician or trade worker
- Horticulturalist (qualified gardener)
- Department manager
- Assistant manager
- Store manager

### HOW DO I START?

- Make a direct approach
- Talk about any special interests such as working with wood, power tools, gardening



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- Ask about a school-based apprenticeship in retail SIR20216 Certificate II in Retail Services.
- A SIR20216 Certificate II in Retail Services or SIR30216 Certificate III Retail shows your interest in the industry.
- A horticulture qualification shows your interest in the nursery side of the business.
- If a career in management interests you, you can work your way up, apply for promotions or further study SIR40316 Certificate IV in Retail Management and SIR50116 Diploma of Retail Management.

## TASKS AND WORKING CONDITIONS

All team members need to know about the products they are selling, because customers will ask for advice on what to use and how to use it – so continually building knowledge is an important part of the job. Some technology is used to control stock levels and on checkouts – and some staff will learn to use power tools or mix paint. Shelves need to be kept tidy and well stocked. Much of a garden department will be outdoors and customers still shop when it is hot, cold or raining. Work teams include inexperienced people and qualified tradespeople, so area responsibility can happen quickly – as do interesting friendships through on-site social clubs.

## WHAT TRAINING IS AVAILABLE?

Stores may have in-house training that is specific to their product range; however, training packages are available in a variety of areas including retail, horticulture, wholesale and business. Qualifications can be achieved through a nationally accredited training course or an apprenticeship or traineeship.

## HORTICULTURAL QUALIFICATIONS

- ACH20416 Certificate II in Horticulture
- ACH20816 Certificate II Retail nursery
- AHC30716 Certificate III in Horticulture
- AHC30616 Certificate III in Production Horticulture

To find out more about Horticulture qualifications please contact the Nursery and gardening industry Australia [www.ngia.com.au](http://www.ngia.com.au)

## RETAIL QUALIFICATIONS

- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail Management
- Diploma of Retail Management
- Diploma of Visual Merchandising

To find out more about accredited retail qualifications, please contact the National Retail Association call 1800 RETAIL (738 245), [nra.net.au](http://nra.net.au)