

Course Outline

SIR30307 Certificate III in Wholesale

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.

Individuals with this qualification are able to perform roles, such as:

- providing face-to-face and telephone product and service advice in a wholesale setting
- working as an inside salesperson in a variety of wholesale settings
- working as a sales representative calling on established customers and cold calling to build new business
- use computers as part of business and e-commerce processes
- processing purchases.

Possible job titles include:

- sales counter assistant
- telephone salesperson
- sales representative
- customer service officer.

There are two alternative pathways for entry into the Certificate III in Wholesale. The candidate must either:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency:

SIRWIND001A

Confirm wholesale business practices

SIRWSLS001A

Sell products and services to business customers

SIRXCLM001A

Organise and maintain work areas

SIRXCOM001A

Communicate in the workplace

SIRXGLC003A

Comply with legislative requirements affecting business activities

SIRXICT002A

Use computers as part of business and e-commerce processes

SIRXIND001A

Work effectively in a retail environment

SIRXINV001A

Perform stock control procedures

SIRXOHS001A

Apply safe working practices

SIRXPRO008A

Access product and service performance data

OR

2. Have sufficient relevant wholesale or retail employment experience. A current or previous job role that involves or has involved the application of the above competencies would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency. Examples of evidence to support a determination could include:

- job descriptions and references from current or past employers
- an entry interview to determine what competencies have been applied in the wholesale or retail environment in a paid or voluntary capacity.

Certificate III in Wholesale – The qualification rules

Requirements

To achieve a Certificate III in Wholesale, 10 units must be completed:

- all 3 core units
- 7 elective units:

A minimum of 5 elective units must be selected from the Elective Units listed below.

A maximum of 2 elective units may be selected from another endorsed Training Package. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package.

Elective units must be additional to those already counted towards a lower level qualification within this Training Package.

Core Units

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

Elective Units

SIRXCCS003A	Coordinate interaction with customers
ICTCC320A	Use multiple information systems
ICTCC341A	Provide sales solutions to customers
BSBPUR301A	Purchase goods and services
SIRWINV002A	Administer supply into a business
SIRWINV003A	Monitor inventory capacity to meet demand
TAAASS301A	Contribute to assessment

TAADEL301A	<u>Provide training through instruction and demonstration of work skills</u>
SIRWFIN002A	<u>Manage debtor processes</u>
SIRXMER002A	<u>Coordinate merchandise presentation</u>
SIRXMGT001A	<u>Coordinate work teams</u>
SIRXMGT002A	<u>Maintain employee relations</u>
SIRXMPR008A	<u>Implement advertising and promotional activities</u>
SIRXOHS002A	<u>Maintain store safety</u>
SIRXRSK002A	<u>Maintain store security</u>
SIRXRSK003A	<u>Apply store security systems and procedures</u>
SIRWSLS002A	<u>Build sales relationships</u>
SIRWSLS004A	<u>Process product and service data</u>
SIRWSLS005A	<u>Analyse and achieve sales targets</u>
SIRWSLS006A	<u>Build sales of branded products</u>

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Reading material to provide knowledge as well as activities to enable practice
- Assessment Activities to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

**Enrol now online at www.workplus.com.au
or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**