

SIR20307

## Certificate II in Wholesale



ELECTUS

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<b>Qualification:</b>	Nationally recognised Certificate II in Wholesale
<b>Course overview:</b>	This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic wholesale operational knowledge and limited practical skills in a defined context.
<b>Government Funding:</b>	This qualification is available under a Contract of Training (Traineeship) and may attract government funding through: <ul style="list-style-type: none"><li>• <i>User Choice</i> funding</li><li>• and/or <i>Employer Incentives</i> under the New Apprenticeships Scheme</li></ul>
<b>Prerequisite:</b>	None
<b>Content:</b>	14 units of competency
<b>Delivery duration:</b>	Classroom and on-the-job mentoring and assessment – 12 months and/or Recognition of Prior Learning (RPL) – 6 months  If you have worked in the workplace for some time and have the requisite skills and knowledge you may apply and submit evidence to gain this qualification via the RPL process.
<b>Study Pathways:</b>	As a graduate of this course you are eligible to enrol in: <ul style="list-style-type: none"><li>• Certificate III in Wholesale</li></ul>
<b>Career Opportunities:</b>	Graduates will gain the skills and knowledge for retail roles such as:  *Sales Counter Assistant *Telephone Salesperson  *Customer Service Officer

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**Electus–training SA’s primary resource...it’s people**

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## Qualification Program

Students must gain competency in 14 units to qualify for Certificate II in Wholesale.

Electus provides you with a Certificate II in Wholesale qualification that acknowledges your skills and knowledge.

Electus delivers a learning pathway from Certificate II to Certificate III in Wholesale.

The following table summarizes the Units of Competency covered in the Certificate II in Wholesale.

Unit Title
<b>Core</b>
<b>Confirm wholesale business practices</b>
<b>Sell products and services to business customers</b>
<b>Organise and maintain work areas</b>
<b>Communicate in the workplace</b>
<b>Comply with legislative requirements affecting business activities</b>
<b>Use computers as part of business and e-commerce processes</b>
<b>Work effectively in a retail environment</b>
<b>A Perform stock control procedures</b>
<b>Apply safe working practices</b>
<b>Access product and service performance data</b>
<b>Elective</b>
Interact with customers
Package goods
Pick and process orders
Minimize theft

## Employability Skills

The following table contains a summary of the employability skills for this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include
Communication	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values. Regularly carry out verbal instructions from other team members and supervisors. Read and interpreting simple workplace documents, complete simple written workplace forms and share work related information with other team members.
Teamwork	Work collaboratively with other team members, supporting the team, respecting and understanding others' views and giving and receiving feedback in the context of a customer service environment where employees are expected to perform their individual tasks but also look for opportunities to assist others.
Problem solving	Demonstrate sensitivity to customer needs and concerns anticipating problems and acting to avoid them where possible. Solve problems in the context of a team structure where after clarification, customer service issues or recognition of risk may be referred to another team member or a supervisor for resolution depending upon business policy and procedures.
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. Positively accept and adapt to changes in procedures or arrangements at the business level. Take positive action to report hazards or risk situations to supervisors.
Planning and organising	Understand how one's personal job role fits into the context of the wider business values and directions. Plan daily work tasks and priorities within the context of the job role to achieve outcomes within set timelines. Plan tasks to work safely and manage risk according to business procedures.
Self management	Understand and follow business policies regarding work availability, rosters and work duties. Work within the business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction
Learning	Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work. Accept opportunities to learn new ways of doing things and implement changes under instruction within the context of business procedures.
Technology	Use computers and/or select and use a range of other wholesale technology; in the context of available equipment and business procedures. Recognise and report faulty equipment and follow business occupational health and safety procedures.

## Training Program

Your training program will take approximately 12-18 months to complete and will be customised to suit your requirements and timetable. It will be a combination of:

- Classroom training sessions
- One-on-one training sessions
- Workplace experience
- Mentoring
- Assignments
- Review sessions

Throughout the training program you will have formal review and assessment sessions to ensure that the elements of competency are being achieved and to ensure that your skill development is progressing as planned.

## The role of Electus (your RTO)

Electus will have the multiple roles of co-ordinator, trainer, assessor and mentor. Electus will be responsible for:

- Co-ordinating your training and assessment program
- Monitoring training and skills development progress and provide assistance to you where necessary
- Delivering classroom training as per your training plan
- Visiting you in the work place to provide on-the-job mentoring and coaching
- Visiting you in the work place to conduct on-the-job assessments
- Checking your portfolio of evidence and developing an action plan for the next on-the-job training and assessment period.
- Providing support and advice throughout the training and assessment program

## Your role

It is expected that you will:

- Undertake all training sessions and complete all assessment assignments as per your training program
- You will make every effort to achieve the competencies specified in your training plan.
- Maintain the records of assessment in your training manual.
- Submit assignments by agreed due dates.
- Immediately discuss any problems relating to your training program with your assessor or workplace supervisor.

## Simulated Work Environment

If you are currently unemployed Electus will provide you with a simulated work environment enabling you to study and complete assignments.