

SIR30307

## Certificate III in Wholesale



ELECTUS

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<b>Qualification:</b>	Nationally recognised Certificate III in Wholesale
<b>Course overview:</b>	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.
<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>	10 units of competency
<b>Study Pathways:</b>	As a graduate of this course you are eligible to enrol in: <ul style="list-style-type: none"><li>• Certificate IV in Wholesale</li></ul>
<b>Career Opportunities:</b>	Graduates will gain the skills and knowledge for retail roles such as: <ul style="list-style-type: none"><li>*Sales Assistant</li><li>*Customer Service Representative</li><li>*Telephone Salesperson</li></ul>

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**Electus-training SA's primary resource...it's people**

37 Angas Street, Adelaide SA 5000

Telephone: 08 8221 5517

Facsimile: 08 8221 5518

Email: [mail@electus.com.au](mailto:mail@electus.com.au)

[www.electus.com.au](http://www.electus.com.au)

### Qualification Program

Students must gain competency in 10 units to qualify for Certificate III in Wholesale.

Electus provides you with a Certificate III 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 III in Wholesale.

Unit Title
<b>Core</b>
<b>Build relationships with customers</b>
<b>Maintain store safety</b>
<b>Maintain store security</b>
<b>Elective</b>
Coordinate interaction with customers
Operate retail information technology systems
Maintain and order stock
Coordinate merchandise presentation
Create a display
Handle customer interviews and applications
Sell products and services

## 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 sales experience that reflects business values. Persuade customers to purchase goods by communicating their features and benefits. Regularly give verbal instructions and carry out verbal instructions from other team members and supervisors, read and interpret simple workplace documents, complete written workplace forms and share work related information with other team members.
Teamwork	Effectively participate in wholesale operations teams; working independently to complete own tasks and also supporting other team members where appropriate. Lead small teams where required in the context of the job role; mentoring and supporting other team members.
Problem solving	Demonstrate sensitivity to customer needs and concerns; anticipating problems and acting to avoid them where possible. Solve a range of operational problems individually or in the context of a team structure where after clarification existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions.
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. Translate ideas into action by positively accepting and adapting to changes in operational procedures or arrangements.
Planning and organising	Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current business situation; and coordinate resources to ensure that work is carried out according to timelines and priorities. Coordinate and or implement changes arising from continuous improvement processes.
Self management	Understand how a personal job role fits into the context of the wider business values and directions. Work within the business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks. Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance.
Learning	Identify personal strengths and weaknesses in the context of the job role and to recognise how to personally learn best at work. Seek opportunities for formal education in the context of a current role or future wholesale job opportunities. Accept opportunities to learn new ways of doing things and share knowledge and skills with other business team members.
Technology	Use computers and/or select and use a range of other technology applications; 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.