

Retail

The National Retail Training System is an industry designed training system that is industry driven, competency-based, adaptable and flexible. Both employers and employees benefit from participation.

Certificate II in Retail Operations

This program is designed for new employees in the retail industry whose work requires basic knowledge of products and procedures.

(Code: SIR20207)

Certificate III in Retail Operations

This program is designed for more experienced employees in the retail industry whose work requires extensive product knowledge and involves responsibility for supervising the work of others.

(Code: SIR30207)

Certificate IV in Retail Management

This program is designed for experienced employees in the retail industry whose work involves responsibility for managing teams and processes.

(Code: SIR40207)



Our Services

Dynamic Training is an accredited provider of vocational education and training and operates to the highest standards of practice and ethics.

We provide quality training in:

- ☞ Aggression Management
- ☞ Workplace Safety
- ☞ Retail Operations
- ☞ Frontline Management
- ☞ Business and Administration
- ☞ Sales
- ☞ Hospitality
- ☞ Security Operations
- ☞ Operational Safety

We also provide professional services in:

- ☞ Training needs analysis
- ☞ Training program design
- ☞ Training resource design
- ☞ Seminar presentations



Visit us online...
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Dynamic Training

"Our experience... Your success"

Professional Development Programs



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Business

Certificate III in Business

This qualification is for individuals who perform a variety of key administrative functions within their workplace. Workers will normally be engaged in a workplace in which they perform processes that require a range of well developed skills where some discretion and judgement is required. They are encouraged to take responsibility for their own outputs in work and learning and take limited responsibility for the output of others.

There are 12 units of competency, combining generic business and specialist administration units.

(Code: BSB30107 Business)

Certificate III in Business Administration

The Business qualification can be amended to Business Administration with the inclusion of one additional unit, *BSBITU307A Develop keyboarding speed & accuracy*, which covers the skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.

(Code: BSB30407 Business Administration)



Sales

Certificate IV in Business Sales

This qualification is for individuals whose primary job function is selling to clients (as distinguished from sales that take place in a retail setting or a business whose principal function is wholesaling).

There are 10 units of competency, combining generic business and specialist sales units. The common business units provide skills relative to the individuals effective contribution to a wider sales team and organisation as a whole. The specialist units cover skills and knowledge relevant to the key sales functions within any industry.

(Code: BSB40607)

Management

Certificate IV in Frontline Management

This qualification reflects the role of individuals who take the first line of management in a wide range of organizational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

The frontline management development strategy differs from traditional management programs because it locates learning in the workplace which empowers enterprises to make their own decisions about ways to improve frontline management competence.

There are 10 units of competency grouped around 4 main themes, (1) leading by example, (2) leading, coaching, facilitating and empowering others, (3) creating best practice, (4) creating an innovative culture.

(Code: BSB40807)

Hospitality

Certificate III in Hospitality

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and team support.

There are 16 units of competency, 8 compulsory core and 8 elective units relative to the needs of the individual or workplace environment.

(Code: BSB40807)

Successful completion of this qualification creates the option of a pathway into Certificate IV in Hospitality. Elective units can be chosen for specific job descriptions:

- Bar attendant
- Coffee machine operator
- Waiter
- Wine waiter
- Front desk receptionist
- Gaming attendant



Flexible delivery entails a personalised training plan developed to best suit your circumstances.

Programs include resources and materials and are presented by qualified, professional, accredited trainers.

Course fees are tax deductible if related to job function. Nationally accredited certifications issued for all successful participants.