

Retail

The National Retail Training System is an industry designed training system that is industry driven, competency-based, adaptable and flexible.

Both retailers 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:

- ☞ Workplace Safety
- ☞ Aggression Management
- ☞ Retail Operations
- ☞ Frontline Management
- ☞ Business Administration
- ☞ Sales
- ☞ Security Operations
- ☞ Officer Safety Training

We also provide professional services in:

- ☞ Training needs analysis
- ☞ Training program design
- ☞ Training resource design
- ☞ Seminar presentations
- ☞ Workplace training and assessment



Visit us online...

www.dynamictraining.com.au

Dynamic Training

"Our experience...Your success"

Professional Development Programs



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Business Administration

Certificate III in Business (Administration)

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 13 units to be completed, combining generic business and specialist administration units.

(Code: BSB30407)



Programs include resources and materials and are presented by qualified industry professionals and accredited trainers.



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).

The specialist units cover skills and knowledge relevant to the key sales functions within any industry.

The common business units provide skills relative to the individuals effective contribution to a wider sales team and organisation as a whole.

There are 10 units to be completed, combining generic business and specialist sales units.

(Code: BSB40607)



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



Frontline Management

Certificate IV in Business (Frontline Mgt)

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 to be completed, grouped around 4 main themes – (1) leading by example, (2) leading, coaching, facilitating and empowering others, (3) creating best practice and (4) creating an innovative culture.

(Code: BSB40807)



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

