



Australian Government

Department of Education, Employment and Workplace Relations

SIR30307 Certificate III in Wholesale

Revision Number: 1

SIR30307 Certificate III in Wholesale

Modification History

Not applicable.

Description

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.

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles

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.
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Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements

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
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.
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Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIR30307 Certificate III in Wholesale

The following table contains a summary of the employability skills required by the wholesale industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification 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

Employability skill	Industry/enterprise requirements for this qualification include:
	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.

Employability skill	Industry/enterprise requirements for this qualification include:
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.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the wholesale industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

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 or accredited course. 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.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

CORE UNITS

SIRWSLS003A

Optimise customer and territory coverage

SIRXCCS006A	Maintain business to business relationships
SIRXSL004A	Build relationships with customers

ELECTIVE UNITS

Client and Customer Service

SIRXCCS003A	Coordinate interaction with customers
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Computer Operations and ICT Management

ICTCC320A	Use multiple information systems
ICTCC341A	Provide sales solutions to customers

Inventory

BSBPUR301B	Purchase goods and services
SIRWINV002A	Administer supply into a business
SIRWINV003A	Monitor inventory capacity to meet demand

Human Resources Management

TAAASS301A	Contribute to assessment
TAADEL301A	Provide training through instruction and demonstration of work skills

Finance

SIRWFIN002A	Manage debtor processes
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Merchandising	
SIRXMER002A	Coordinate merchandise presentation
Management and Leadership	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
Marketing and Public Relations	
SIRXMPR008A	Implement advertising and promotional activities
Occupational Health and Safety	
SIRXOHS002A	Maintain store safety
Risk Management and Security	
SIRXRSK002A	Maintain store security
SIRXRSK003A	Apply store security systems and procedures
ELECTIVE UNITS (CONTINUED)	
Sales	
SIRWSLS002A	Build sales relationships
SIRWSLS004A	Process product and service data
SIRWSLS005A	Analyse and achieve sales targets
SIRWSLS006A	Build sales of branded products

Unit Grid

BSBPUR301B Purchase goods and services
ICTCC320A Use multiple information systems
ICTCC341A Provide sales solutions to customers
SIRWFIN002A Manage debtor processes
SIRWINV002A Administer supply into a business
SIRWINV003A Monitor inventory capacity to meet demand
SIRWSLS002A Build sales relationships
SIRWSLS003A Optimise customer and territory coverage
SIRWSLS004A Process product and service data
SIRWSLS005A Analyse and achieve sales targets
SIRWSLS006A Build sales of branded products
SIRXCCS003A Coordinate interaction with customers
SIRXCCS006A Maintain business to business relationships
SIRXMER002A Coordinate merchandise presentation
SIRXMGT001A Coordinate work teams
SIRXMGT002A Maintain employee relations
SIRXMPR008A Implement advertising and promotional activities
SIRXOHS002A Maintain store safety
SIRXRSK002A Maintain store security
SIRXRSK003A Apply store security systems and procedures
SIRXSLS004A Build relationships with customers
TAAASS301A Contribute to assessment
TAADEL301A Provide training through instruction and demonstration of work skills