

TARGETT'S TACTICS

July/August 2001

Welcome to the next edition of Targett's Tactics

Little things make for perfection, and perfection is no little thing.

This is a free newsletter produced bi-monthly to keep you informed of the latest ideas, techniques and services available for us to provide service beyond our customers' expectations, each and every time. It's too hard doing it by yourself, so fortunately there are alternatives.

In this edition...we look at a new and dynamic form of training service, and furthermore, attach a guarantee of quality, and national recognition.

Your business should run the way you want it to, whilst achieving the maximum profit and maintaining a highly skilled team. The maintenance of this team is vital to the success of your business.

We introduce you to a flexible training delivery system proven successful by many organisations large and small. This system can be applied to basic retail operations units, through to more complex ones.

By offering your retailers an accredited training package, the trainee is more motivated, dedicated and more likely to want to participate. From your perspective, providing a career pathway for your retailers, is often the lifeblood that they are seeking.

Please read on for further information, and feel free to contact us for specific details on each retail unit.

Remember: With Willingness Comes Success.

**CALL US TODAY ON PHONE: (02) 9659-5313,
EMAIL: louise.targett@bigpond.com, OR FAX: (02) 9659-5314.**

Happy Retailing.....

Louise Targett

Flexibility...a priority with training

There are no short cuts to any place worth going.

Self-paced learning has been a key tool for enabling flexibility in study, one of the priority goals for the national training system developed over the last decade. Under the National Training Framework, learners are able to combine work and study, select units that fit with their prior learning and their workplace requirements, and proceed at a different pace to one another.

The latest statistics from the National Centre for Vocational Education Research show that less than 40% of learners study on a full-time basis, and over half of all students are doing only one or two units in any year.

This flexibility means that attendance at classes is not compulsory. You or your staff undergoing a program may elect to attend no classes throughout the entire program. This would mean that units are completed by self-directed learning and an assessor would visit you in your workplace to confirm and conduct a variety of assessment methods. Telephone and email support is also available when required.

If you are an experienced retailer, you may proceed directly to the assessment task for which you could submit current or previous work along with any new work required to meet competency standards.

Self-directed learning package offer.....

Special packages are available for shopping centres wishing to take part in this flexible and accessible training. There are too many benefits not to even consider investing in this system, and thus, investing in the success of your centre.

Please contact Louise Targett for more details specific to your centre.

What Is Competency-Based Training and Assessment?

Competency implies the trainee has demonstrated appropriate skill, knowledge, understanding and attitudes in relation to tasks, and is able to perform to a standard established by the industry.

National competency standards define the competencies required for effective workplace performance. They also act as a benchmark for training, assessment and quality control.

Being competent means that you can learn and retain knowledge, understand how it fits into the big picture of your organisation and put it into practice in the workplace in line with their standards and procedures. Of course the right attitude is required to make all of this work.

Competency-based assessment....

- Allows learners to move at own pace
- Assessed against standard criteria
- Evidence-based over time
- Participatory for both learner and assessor
- Takes prior experience into account

Competency-based assessments DO NOT require you to sit for an exam. It is the opportunity for you to demonstrate your new skills and knowledge to the standards or in line with the workplace practices. Assessments are completed by gathering of evidence, such as:

- Observation of work skills;
- Questions and answers;
- Roleplays and/or simulations;
- Demonstration of a practical task;
- Supervisor reports/written reports

Any areas of assessment that do not meet the standards will be given additional time for re-training and re-assessment, so that eventually you work towards competence in all areas of your work.

This newsletter can be delivered to you on-line via your email, if you would prefer. Please contact me on louise.targett@bigpond.com at any time, with any queries or requests you may have.

What is RPL?

RPL stands for recognition of prior learning. It is the process of recognising the competencies obtained by an individual through previous or current training/work experiences.

If you wish to apply for RPL, simply contact the office of *Targett Retail Training* and we can discuss the requirements with you. *Targett Retail Training's* RPL policy states that any trainee participating, or intending to participate in a training program, has the opportunity to apply for RPL if they feel they hold the competencies required for that training unit, or units.

Learning Occurs in 3 Ways:

Self-Paced Learning – pacing yourself through learning using the Learner Guides provided. Self-paced learning can occur on or off the job, with the preference being on the job where you are exposed to all activities, systems and support.

Training Sessions – a series of training sessions can be scheduled to support and guide the participants through their learning. This gives participants the opportunity to practice their skills, such as coaching, together. Participants will always be trained by leading retail trainers with extensive management and retail experience.

On-the-Job Visits – A qualified assessor visits participants on a monthly basis, to support, coach and assess learning. This coach will also keep in touch with you via other means of communication, as is convenient to the participant.

Qualifications

The Australian Qualifications Framework provides a national framework for all education and training qualifications, so that there is consistency and easier access for achieving qualifications.

The qualification you receive, clearly spells out the units you have proven competence in. Most importantly, the qualification is portable, being recognised Australia-wide. This serves as a great benefit for any employer and employee.