



## Welcome to the next edition of Targett's Tactics for 2002

*If you are not learning today, you are not earning tomorrow.*

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.

### Would you like this newsletter emailed to you? Or to another manager in your office?

For an e-version of this newsletter, simply contact our editor at [louise@targetttraining.com.au](mailto:louise@targetttraining.com.au) so that we continue to send you this publication as an e-newsletter. This is a free bi-monthly newsletter.

This edition contains a very special no cost training initiative for new recruits into the retail industry. In fact, we pay you for the training!

See the reverse of this newsletter for more information, or visit our website on: [www.targetttraining.com.au](http://www.targetttraining.com.au)

We are proud to announce the launch of a new HR guide for retailers. Hot off the press, it is filled with 12 big reasons why you should add this to your retailer reference collection, or purchase copies and reward selected retailers. Over 130 full colour pages complete with graphics, exercises and summaries, customised to retailers needs in this day and age.

**Remember: *With Willingness Comes Success.***

**CALL US TODAY ON PHONE: (02) 9659-5313,  
EMAIL: [louise@targetttraining.com.au](mailto:louise@targetttraining.com.au), visit our  
WEBSITE: [www.targetttraining.com.au](http://www.targetttraining.com.au), or FAX:  
(02) 9659-5314.**

Happy Retailing

Louise Targett

## 12 Reasons why you should purchase the HR Handbook for Retailers..... *A must for every shopping*

*centre's retailer reference library.*

1. **Awards and Agreements** – identify entitlement relevant to conditions of employment.
2. **On-the-job Coaching** – identify ways to respect and recognise achievements; understand the stages of the learning process.
3. **One-on-one Counselling** – strategies to counsel staff in a positive/constructive manner.
4. **Performance Appraisal** – understand ways to conduct performance appraisal interviews; strategies to recognise and encourage contributions from staff members regarding performance improvements.
5. **Delegation** – strengths and weaknesses in the skill of delegation; strategies to manage site operations to achieve planned outcomes through the effectiveness of others.
6. **Employee Conflicts/Grievances** – develop and apply strategies to deal with and resolve interpersonal conflict and dispute.
7. **Employee Termination** – effectively manage staff personnel matters relating to dismissal.
8. **Teamwork** – understand how performance contributes to an organisation's business plan, policies and procedures.
9. **Motivating your Team** – define ways to build trust and confidence among your team members; explore ways to maintain positive relationships to achieve positive outcomes.
10. **Team Meetings** – identify and deal with different behavioural styles during team meetings; demonstrate leadership of a team through effective team meetings.
11. **Time Management** – identify the top 10 time robbers and develop strategies to overcome them.
12. **Goal Setting** – develop and maintain professional competence via effective goal setting.

**This learning resource comes complete with module summaries and assessment tasks...over 130 pages bound and presented filled with full colour graphics and diagrams. NOW AVAILABLE FOR ONLY \$396.00 INCLUSIVE OF POSTAGE AND HANDLING. ORDER YOUR COPY TODAY!**

## A no cost training option for your retailers

Did you know that your retailers could qualify for their staff to participate in on-the-job retail training that does not cost them \$\$\$.

**In fact, we'll pay them for their trouble!**

There are many benefits for a retail employer when taking part in the Retail Traineeship Program.

### **Benefits for the Employer.....**

The government has made a strong commitment to employers in ensuring that Australia has an adequately skilled workforce that we can be proud of. They are investing in businesses as follows:

- ▶ \$1,375 when a retailer takes on a trainee.
- ▶ \$1,375 if a trainee progresses from a Certificate II to either a Certificate III or IV level.
- ▶ \$1,650 when the traineeship program is completed at a Certificate III or IV level.
- ▶ Exemption from worker's compensation for the trainee they take on (est. \$1,000).
- ▶ Payroll tax rebate for employer's whose payroll exceeds \$600,000 per annum (est. \$1,000).
- ▶ Training costs nothing. The government funds us as a training provider.
- ▶ The retailer may wish to choose to pay a National Training Wage (lower than the Award).

### **Further Benefits.....**

- ▶ Motivated staff members who are skilled with in-depth knowledge about business needs.
- ▶ A productive work environment which can positively affect the bottom line.
- ▶ Training tailored to retailers needs by being provided on the job with a coach as support.
- ▶ We focus on staff efficiency and accountability.
- ▶ National skills standards are adapted to enhance retailers own competitive edge.
- ▶ Recognition of current competencies, skills auditing and identification of training gaps.

**Training Delivery.** This training can be delivered completely on-the-job. Options include one-on-one coaching, a series of group training sessions, learner self-paced exercises and demonstration activities. We can tailor the program to suit the retailer. The trainee will receive a very practical self-paced workbook and exercises to support them in their learning. Our qualified training consultants will visit to assist and assess trainees.

### **Benefits for the employee**

**A nationally recognised qualification and recognition for their achievements along with professional and personal development. They gain more confidence and self esteem and become more motivated through developing a sense of purpose for the future.**

## Certificate II and III in Retail Operations

**Certificate II** is for entry level staff and is tailored to help train staff members in the fundamental skills necessary in a business. Sales, customers, safety, stock control, use of retail equipment and routine housekeeping are the core modules of this certificate, coupled with elective modules they can choose relevant to their particular business. They may wish for a trainee to progress into the Certificate III level after the Certificate II is completed.

**Certificate III** is for staff who have at least 3 years experience in retail and at least 1 year recent experience, or has done the Certificate II level. The content focuses on staff taking more responsibility in either co-ordination, supervising or staff training roles. It also has an elective that focuses on the administrative and accounting aspect of a business.

**For both II and III** – if the staff member is full time then the traineeship allows up to 1 year for completion. Part time traineeships allow more time. Certificates of Completion are provided to those who complete each level, and Statements of Attainment are provided to those who complete selected modules.

### **Who is eligible to become a Trainee?**

- ▶ All new employees who do not hold an equivalent or higher education.
- ▶ Existing full time employees who have been employed for less than 3 months.
- ▶ Existing part time or casual employees who have been employed less than 12 months and who are employed for at least 15 hours a week.
- ▶ Some incentives are also available for existing employees who have worked for 3 months or more full time or 12 months or more part time.

### **What this means to you in real dollars.**

Gather just 20 employees from your centre retailers who are willing [and eligible] to take part in this training. Immediately upon enrolment, your centre qualifies for \$27,500.00 in government funding. Once the 20 trainees move from Certificate II to Certificate III level, your centre qualifies for another \$27,500.00. Once the 20 trainees graduate at Certificate III level, your centre qualifies for another \$33,000.00. **A total of \$88,000 you could put towards other training and development initiatives for your retailers.**

**Targett Retail Training can help you with many other training initiatives such as Frontline Management, Business Planning, Mystery Shopping, Sales Training or Staff Recruitment and Retaining. Call us today.**