



Welcome to the next edition of Targett's Tactics

A teacher doesn't teach until a student is ready to learn.

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 have some very hot news about training up your staff without the large costs attached to it. With all the additional income you could generate from this, you have opened up new doors to staff development for those who do not qualify for the traineeship program. Many Australian businesses, both large and small, have benefited from this Government initiative, and you should too.

Over the page is an interesting read with a focus on Competency-Based Training. With all of us becoming busier and busier, this style of training guarantees productivity and efficiency so that you can set targets for your staff, and they work towards meeting them.

Enjoy the read, and the word puzzle over the page. Send us your answers fast, as the first 5 people with correct answers will win a double pass movie ticket.

Remember: *With Willingness Comes Success.*

**PHONE: (02) 9659-5313, FAX: (02) 9659-5314,
EMAIL: info@targetttraining.com.au, or visit our
WEBSITE: www.targetttraining.com.au**

For an e-version of this newsletter, simply contact us at info@targetttraining.com.au

Wishing you a happy and safe Easter

Louise Targett

NEW: A no cost training option for your retailers

An offer too good to refuse!

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

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.....

Financial benefits from the Australian Govt include:

- ▶ \$1,375 simply by taking on a trainee.
- ▶ \$1,650 when the traineeship program is completed at Certificate 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 and skilled staff members
- ▶ No paperwork, we take care of it for you.
- ▶ Flexible training options: we come to you.
- ▶ Staff efficiency and accountability.
- ▶ A nationally recognised qualification upon completion.

We are taking bookings now....

Targett Retail Training is a recognised training organisation. This means that we can train you and your staff in any of the following qualifications:

Certificate II-IV in Retail Operations and Supervision
Certificate III in Business (Sales)
Certificate IV Assessment and Workplace Training
Certificate IV in Business (Frontline Management)
Certificate IV in Business (Human Resources)
Certificate IV in Business (Small Business Management)
and Diploma level in some of the above qualifications.
Contact us on (02) 9659 5313 for details or visit the website www.targetttraining.com.au for module details.

Competency-based Training: the way ahead in learning

It's not the cards, it's the way they are played.

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 company standards and procedures. Of course the right attitude is required to make all of this work.

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 required 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/performance appraisals

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, and your workplace is on target to meeting it's projections.

Learning Occurs in 3 Ways:

- ✓ Self-Paced Learning.
- ✓ Training Sessions
- ✓ On-the-Job Visits

All retail and business-related nationally recognised qualifications offered by Targett Retail Training are competency-based, to ensure you complete the qualification efficiently and effectively.



Coping with Workplace Change

There's a degree of passion in every great business decision.

Try to find a business, large or small, that is not in the midst of some kind of change; from takeovers, to globalisation, to relocation, and technology advancements.

The nature of today's business world fuels change – and lots of it. Yet it is change, more than any other single issue that causes workplace conflict.

Any type of change, when not handled well, can be disruptive to the workplace. For the transition to run smoothly, there must be education for everyone effected by it. **“We can always handle change when we can see the benefits, eg. If we were to win the lottery and be millions of dollars richer, we could handle that change!”**

Therefore, communicating the benefits to your team is where it all begins so that business targetts are met. For communication to be effective, trust is perhaps the most important element for a harmonious and efficient work environment. In most cases, where organisations have trust among employees they are usually successful.

Would you like to know more about this, and how to educate your staff in dealing with change in your environment?

We recommend a module called “Facilitate and Capitalise on Change and Innovation”. Call us today for more details.



Word Power Puzzle

Congratulations to many of our regular Targett readers for attempting last month's difficult word puzzle. We had some close attempts from Elaine at Flower Power, Marsha at Lend Lease, Julie at Smithfield Centre, Elise at Capalaba Park and Yasmin at St Mary's Village Centre.

We promised to make it a lot easier in this edition...so here goes...

How many times have we used the word 'Targett' in this edition?

Email your answer to Kerry at info@targetttraining.com.au. We have yet more double pass movie tickets to give away!