

Sept / Oct 2012



Welcome to our Spring Edition

*"Optimism is the one quality more associated with success and happiness than any other."*

This edition is all about the change of season. With the warm weather coming, we also welcome changes in qualifications and Government funding options. Make a list of ways you can be different from your competitors so that you stand out, and grab the attention of consumers. Don't forget your existing customers too...What could you do for your customers that already love your products/services? Now is the time to think with a clear head and focus on these areas.

## New Funding Option available in South Australia...Skills for All

Skills for All is a South Australian government initiative that is changing the way vocational education and training is funded in South Australia. The South Australian government has committed \$194 million additional funding to help support an additional 100,000 training places. South Australians now have the opportunity to gain more qualifications, many at low or no cost, through us. Contact us to confirm if you qualify for this fabulous opportunity.

### Qualifications we can offer you are:

- SIR20207 Certificate II in Retail
- SIR30207 Certificate III in Retail
- SIR40207 Certificate IV in Retail Management
- BSB20107 Certificate II in Business
- BSB30110 Certificate III in Business
- BSB30407 Certificate III in Business Administration
- BSB40207 Certificate IV in Business
- BSB40407 Certificate IV in Small Business Management
- BSB40507 Certificate IV in Business Administration
- BSB40610 Certificate IV in Business Sales
- BSB40807 Certificate IV in Frontline Management
- TAE40110 Certificate IV in Training and Assessment
- BSB51107 Diploma of Management

## New Retail Qualifications now available

The Retail qualifications package has undergone an extensive review program over the past 18 months and at last the new qualifications have been released as follows...

- **SIR20212 Certificate II in Retail Services** – ideal for staff as entry level retail industry who can learn introductory skills while on the job.
- **SIR30212 Certificate III in Retail Operations** – this qualification directly replaces the old SIR30207 Cert III in Retail Services and ideal for up-skilling in on-the-job retail skills.
- **SIR40212 Certificate IV in Retail Management** aimed at those wishing to competent at frontline management skills for those working in a retail or business-to-business environment.

If you are wishing to update your own or your team members' skills, contact us for more details....

Welcome to our new clients...

- Magnum Movies
- Rosebay Constructions
- Keats Accounting
- Bluefit
- Sunstate
- Central Queensland University
- Fraser Coast Motor Centre
- Agricon
- Apache Global
- Driving Industry Skills Centre
- Australian Red Cross SA
- PMA Solutions



focused on your retail success

## Goal Getting not just Goal Setting

*"Committing your goals to paper increases the likelihood of your achieving them by one thousand percent!"*

Most people have a strong idea of what they are after and then as they set off toward their goal, they get distracted, if not completely side-tracked. So how do you stay on track? How do you remain focussed on what you are really after?

### 5 Key Elements of being a goal getter...

- 1. Understand what your goal is and write it down.** Set measurable goals. Place the written goal somewhere where you can see it daily.
- 2. Know the WHY behind the goal.** The goal won't speak to you as strongly as the 'Why' behind the goal. That is where the emotion is and where your commitment and drive will come from.
- 3. Take daily action towards your goal.** This is the key difference between a goal getter and a goal setter. Goal setters write lists of goals and then wait for them to magically appear. Goal getters take at least one piece of action each day to bring them closer to their goal.
- 4. Celebrate Success.** If you can make celebrating success a habit, then success becomes a habit. It doesn't have to be for major successes either. It can be that small thing you have achieved that you acknowledge.
- 5. Be accountable.** Use your colleagues, leader, partner, friends or even coach as an accountability partner. You will be surprised how powerful it is to share your goal with someone and have accountability checkpoints to meet.

**The stronger the 'Why' the more likely and more quickly you will be able to make the goal happen and not be side-tracked.**

## Photos...

*"Your attitude is an expression of your values, beliefs and expectations."*

### Sunshine Coast graduates

#### Create Travel



#### Tradesure Insurance



#### Brisbane Marine Pilots



### FREE MYSTERY SHOPPING PACKAGE WITH STAFF TRAINING

To prepare your staff for Christmas and maximise sales and service levels delivered to your customers, why not consider training your staff via a series of highly dynamic workshops in your workplace?

- ▶ You choose the time of day or night for the training
- ▶ You choose the topics from our exhaustive list
- ▶ Valid for a minimum of 3 workshops

Only valid until 31 October 2012

*As Australia's leading sales and service training organisation, we are committed to implementing world class business development programs. Our goal is to match solutions that bridge the performance gap in your business and we support this with our 100% money back service guarantee.*

*We are focused on your success.*

