

## More than just eftpos...

If this programme isn't for you, we have other practical hands-on learning programmes that may be suited to you and your needs. Other programmes include:

- Warehousing & Distribution
- Mechanical Trades
- Salon Assistant
- Retail Sales
- Horticulture
- Aged Care
- Natural Beauty
- Construction Skills
- Focus for Success
- Work Place Learning
- Part Time Back To Work Training
- Hospitality, Cookery, Food & Beverage Service

Give us a call to find out how we can help get you working.

## You'll find us here:

387 Manchester Street, Christchurch



## Directory

Christchurch	387 Manchester Street, Christchurch PO Box 21-199, Christchurch Ph (03) 366 3489 Fax (03) 366 7934 Email <a href="mailto:info@chch.academy.ac.nz">info@chch.academy.ac.nz</a>
North Shore	7 Argus Place, Northcote, Auckland PO Box 101-579, NSMC, Auckland Ph (09) 443 7640 Fax (09) 443 7650 Email <a href="mailto:info@aknorth.academy.ac.nz">info@aknorth.academy.ac.nz</a>
Otahuhu	51 Huia Road, Otahuhu, Auckland PO Box 22-871, Otahuhu, Auckland Ph (09) 276 0576 Fax (09) 276 0570 Email <a href="mailto:info@manukau.academy.ac.nz">info@manukau.academy.ac.nz</a>
Website	<a href="http://www.academy.ac.nz">www.academy.ac.nz</a>

## Eligibility

Our Training Opportunities courses are government funded through the Tertiary Education Commission, so there is no cost to you. You may also receive a travel allowance to cover your costs of getting to and from the course.

There are eligibility criteria for the training. For our adult programmes you must be registered with WINZ and be genuinely wanting to work.

For more details, or to find out if you are eligible, either give us a call at the Christchurch Academy on 366 3489, or talk to your Case Manager at WINZ

Academy New Zealand is registered as a Private Training Establishment by the New Zealand Qualifications Authority pursuant to the 1990 Education Amendment Act.



# Retail Sales & Administration

Including National Certificate in Retail Level 2

HANDS-ON LEARNING THAT GETS YOU EARNING



# HANDS-ON LEARNING THAT GETS YOU EARNING

## Introduction

If you're totally committed to gaining employment, then we're totally committed to helping you!

We'll do more than teach you how to operate a cash register or use a computer- we'll also sit down with you to determine the skills and attitudes you need to get working! And you can choose between Retail Sales and Retail Administration! If you complete both modules you can gain the National Certificate in Retail Level 2.



The Retail Sales & Administration programmes offer a broad base of skills, essential in any position, ranging through a variety of key industries.

It is ideal for people wishing to enter this profession or upgrade their skills in retail sales and administration.

## The Retail Sales programme includes

- Customer Service skills, including building rapport with customers and assisting customers with their purchases
- Types of selling, attributes of a salesperson, product knowledge, documentation and calculations & practical experience of tills & EFTPOS
- Health and safety and safe working practices
- Loss prevention and legislation relating to the purchasing and sale of goods and services
- Merchandising, involving creating sales displays

## The Retail Administration programme includes

- Computer literacy with an emphasis on using a word processor
- Processing paperwork such as banking and customer account applications
- Learning about why people buy and how to present goods for purchase to encourage sales
- How the law affects the retail sector

## All programmes offer

- Practical hands-on training
- CV preparation or updating
- Work experience
- Career planning and job search - set your own goals
- Drivers licence assistance
- Literacy and numeracy tuition
- NZQA units and/or qualifications

## It's all about getting jobs

It is vitally important that your reason for training with us is to get a job and that you are prepared to do what it takes to get that job!

Throughout this programme, you will be shown the skills needed to find employment successfully. This support is continued following the programme, with help finding employment or the appropriate next education programme to further your career.

As a part of your training, you will be placed into the industry for work experience. This practical experience gives you real exposure to the work environment and we have found many have gained employment directly from their placements!

## What you could achieve

The Academy assists every trainee to set learning goals and plan steps towards achieving employment.

All the skills gained from this programme are recorded with the New Zealand Qualifications Authority and you'll receive the NZQA Record of Learning alongside the Academy New Zealand Record of Achievement. These achievements remain with you forever and can be added to at any time.

Trainees who successfully complete both modules will achieve the National Certificate in Retail - Level 2, the ANZ Certificate in Retail Sales, and the ANZ Certificate in Retail Administration.

