Skilling for Recovery

Redeployment & Youth Program

Employer info kit

Background

The NSW Government is committed to taking urgent and targeted action to address the significant immediate and enduring impacts of COVID-19 on the NSW workforce and economy

It includes additional part qualification training places to reskill, retrain and redeploy the workforce to industries where there are skills shortages and emerging employment opportunities.

Skilling for Recovery will help job seekers retrain or up-skill to enhance their credentials and support school leavers to enter the workforce for the first time.

Benefit for employers

❖ Energetic young employees
❖ Retail ready participants
❖ Trained by experience retail trainer

Eligibility requirements for candidates

- Meet the eligibility criteria for Smart and Skilled training.

And

- Meet one of the Skilling for Recovery eligibility categories specified below
  ✓ Youth 17-24 (regardless of employment status)
  ✓ Commonwealth Benefit Recipients or Unemployed (Not a Commonwealth Benefit Recipient)
  ✓ People expected to become unemployed

Skill Set Options

SG00007854 **Teamwork and Visual Merchandising (II + III)**	Key Learning
SIRRMER001 **Produce visual merchandise displays**	How to **prepare, produce and maintain merchandise displays** in accordance with visual merchandising requirements.
SIRXCOM002 **Work effectively in a team**	How to **communicate and work cooperatively** with both **peer** and **senior team members** to contribute to the achievement of team goals.
SSIRXIND004 **Plan a career in the retail industry**	How to **identify and document current skills** and **interests, explore retail career options** and **plan for career progression** in the retail industry.
SIRXPDK001 **Advise on products and services**	How to **develop product and service knowledge** and **provide information to customers.**

SG00007750 **Retail Marketing and Customer Service (II + III)**	Key Learning
SIRRMER001 **Produce visual merchandise displays**	How to **prepare, produce and maintain merchandise displays** in accordance with visual merchandising requirements.
SIRXCEG001 **Engage the customer**	How to **interact and communicate with a diverse range of customers** to assist with basic enquiries and contribute to a service culture.
SIRXCEG002 **Assist with customer difficulties**	How to **solve customer problems** and use techniques **to deal with customer difficulties**
SIRXPDK001 **Advise on products and services**	How to **develop product and service knowledge** and **provide information to customers.**
SIRXRSK001 **Identify and respond to security risks**	How to **identify security risks related to customers, team members, merchandise and money,** and **take appropriate action,** within scope of job role, to eliminate or minimise those risks.
SIRXSLS001 **Sell to the retail customer**	How to **deliver quality customer service and sell to retail customers.**

SG00007563 **Retail #1 (III)**	Key Learning
SIRXMKT002 **Use social media to engage customers**	How to **manage the use of social media platforms** to interact with customers and promote products and services.
SIRXSLS001 **Sell to the retail customer**	How to **deliver quality customer service and sell to retail customers.**
SIRWSLS002 **Analyse and achieve sales targets**	How to **set, analyse and achieve personal sales targets** to guide performance and monitor the progress of sales against business objectives.

SG00007588 **Visual merchandising (III)**	Key Learning
SIRRMER001 **Produce visual merchandise displays**	How to **prepare, produce and maintain merchandise displays** in accordance with visual merchandising requirements.

SG00007690 Retail #2 (III)	Key Learning
SIRXCOM002 Work effectively in a team	How to **communicate and work cooperatively** with both **peer** and **senior team members** to contribute to the achievement of team goals.
SIRXCEG001 Engage the customer	How to **interact and communicate with a diverse range of customers** to assist with basic enquiries and contribute to a service culture.
SIRXCEG002 Assist with customer difficulties	How to **solve customer problems** and use techniques **to deal with customer difficulties**
SIRXCEG003 Build customer relationships and loyalty	How to **build customer relationships** and **foster customer loyalty**.

SIRSS00025 Retail Customer Relationship (III)	Key Learning
SIRWSLS002 Analyse and achieve sales targets	How to **set, analyse and achieve personal sales targets** to guide performance and monitor the progress of sales against business objectives.
SIRXCEG001 Engage the customer	How to **interact and communicate with a diverse range of customers** to assist with basic enquiries and contribute to a service culture.
SIRXCEG002 Assist with customer difficulties	How to **solve customer problems** and use techniques **to deal with customer difficulties**
SIRXCEG003 Build customer relationships and loyalty	How to **build customer relationships** and **foster customer loyalty**.
SIRXIND001 Work effectively in a service environment	How to **work effectively in the retail environment** by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.
SIRXSLS001 Sell to the retail customer	How to **deliver quality customer service and sell to retail customers**.

SIRSS00027 People Management (IV)	Key Learning
SIRXHRM001 Recruit, select and induct team members	How to **identify workplace recruitment needs** and **follow organisational recruitment processes** to hire and induct new team members.
SIRXHRM002 Maintain employee relations	How to **maintain employee relations in the workplace** and **implement dispute and grievance procedures** when employment related issues occur.
SIRXMGT002 Lead a frontline team	How to **lead and manage a frontline team** by delegating work, monitoring performance and **taking action to improve standards of performance**.
SIRXTAD002 Develop the retail frontline	How to **assess** and **develop the skills level of frontline team members**.

Want to know more?

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