

Wholesale, Retail and Personal Services Industry



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INDUSTRY AREA COVERAGE:

ANZIC* GROUP	CLASS	DESCRIPTION
451	-	Farm Produce Wholesaling
	4511	Wool Wholesaling
	4512	Cereal Grain Wholesaling
	4519	Farm Produce & Supplies Wholesaling n.e.c.
452	-	Mineral, Metal and Chemical Wholesaling
	4521	Petroleum Product Wholesaling
	4522	Metal & Mineral Wholesaling
	4523	Chemical Wholesaling
453	-	Builders Supplies Wholesaling
	4531	Timber Wholesaling
	4539	Building Supplies Wholesaling n.e.c.
461	-	Machinery and Equipment Wholesaling
	4611	Farm and Construction Machinery Wholesaling
	4612	Professional Equipment Wholesaling
	4613	Computer Wholesaling
	4614	Business Machine Wholesaling n.e.c.
	4615	Electrical and Electronic Equipment Wholesaling
	4619	Machinery & Equipment Wholesaling n.e.c.
471	-	Food, Drink and Tobacco Wholesaling
	4711	Meat Wholesaling
	4712	Poultry and Smallgood Wholesaling
	4713	Dairy Produce Wholesaling
	4714	Fish Wholesaling
	4715	Fruit & Vegetable Wholesaling
	4716	Confectionery and Soft Drink Wholesaling
	4717	Liquor Wholesaling
	4718	Tobacco Product Wholesaling
	4719	Grocery Wholesaling n.e.c.
472	-	Textile, Clothing and Footwear Wholesaling
	4721	Textile Product Wholesaling
	4722	Clothing Wholesaling
	4723	Footwear Wholesaling
473	-	Household Good Wholesaling
	4731	Household Appliance Wholesaling
	4732	Furniture Wholesaling
	4733	Floor Covering Wholesaling
	4739	Household Good Wholesaling n.e.c.
479	-	Other Wholesaling
	4791	Photographic Equipment Wholesaling
	4792	Jewellery and Watch Wholesaling
	4793	Toy and Sporting Good Wholesaling
	4794	Book and Magazine Wholesaling
	4795	Paper Product Wholesaling
	4796	Pharmaceutical and Toiletry Wholesaling
	4799	Wholesaling n.e.c.



ANZIC* GROUP	CLASS	DESCRIPTION
511	-	Supermarket and Grocery Stores
	5110	Supermarket and Grocery Stores

512	-	Specialised Food Retailing
	5121	Fresh Meat, Fish & Poultry Retailing (Coverage of: Fish, fresh, retailing; Meat retailing (except canned meat); Poultry, fresh, retailing; Seafoods, fresh, retailing).
	5122	Fruit & Vegetable Retailing
	5123	Liquor Retailing
	5124	Bread & Cake Retailing (Coverage of: Biscuits retailing; Bread vendors; Pastries retailing).
	5125	Takeaway Food Retailing
	5126	Milk Vending
	5129	Specialised Food Retailing n.e.c.
521	-	Department Stores
	5210	Department Stores
522	-	Clothing and Soft Good Retailing
	5221	Clothing Retailing
	5222	Footwear Retailing
	5223	Fabrics & Other Soft Good Retailing (Coverage of: Blankets retailing; Curtains retailing; Dressmaking requisites retailing; Fabrics, textiles, retailing; Household textiles retailing; Linen, household, retailing; Piece-goods retailing; Soft furnishings retailing; Yarns retailing).
523	-	Furniture, Houseware and Appliance Retailing
	5231	Furniture Retailing
	5232	Floor Covering Retailing
	5233	Domestic Hardware & Houseware Retailing
	5234	Domestic Appliance Retailing
	5235	Recorded Music Retailing
524	-	Recreational Good Retailing
	5241	Sport and Camping Equipment Retailing
	5242	Toy & Game Retailing
	5243	Newspaper, Book & Stationery Retailing
	5244	Photographic Equipment Retailing
	5245	Marine Equipment Retailing
525	-	Other Personal and Household Good Retailing
	5251	Pharmaceutical, Cosmetic & Toiletry Retailing
	5252	Antique & Used Good Retailing
	5254	Flower Retailing (except Floriculture)
	5255	Watch & Jewellery Retailing
	5259	Retailing n.e.c.
526	-	Household Equipment Repair Services
	5269	Household Equipment Repair Services n.e.c. (Coverage of: Key cutting or duplicating service; Leather goods (except apparel) repairing; Repairing non-electrical household or personal goods n.e.c).
951	-	Personal and Household Goods Hiring
	9511	Video Hire Outlets
	9519	Personal & Household Goods Hiring n.e.c.
952	-	Other Personal Services
	9524	Funeral Directors, Crematoria and Cemeteries
	9526	Hairdressing & Beauty Salons
	9529	Personal Services n.e.c.

- * ANZSIC Group - Australian New Zealand Standard Industrial Classification
- ** n.e.c. - not elsewhere classified

Training Packages for this industry include:

Funeral Services (WFS02)
 Hairdressing (WRH00)
 Floristry (WRF04)
 Beauty (WRB04)
 Community Pharmacy ((WRP02)
 Retail (WRR02)
 Wholesale (WRW01)

PERSONAL SERVICES – Funeral Services (WFS02)

TRAINING PACKAGES COVERAGE


Training Package in the area of Funeral Services, Coffin and Casket Manufacture, Cemetery Operations, Crematorium Operations, Grave digging and Embalming.

National Code	Qualification Name
WFS10102	<u>Certificate I in Funeral Services (Coffin and Casket Manufacture)</u>
WFS10202	<u>Certificate I in Funeral Services</u>
WFS20102	<u>Certificate II in Funeral Services (Coffin and Casket Manufacture)</u>
WFS20202	<u>Certificate II in Funeral Services (Funeral Operations)</u>
WFS20302	<u>Certificate II in Funeral Services (Cemetery/Crematoria Operations)</u>
WFS20402	<u>Certificate II in Funeral Services (Grounds and Maintenance)</u>
WFS30102	<u>Certificate III in Funeral Services (Coffin and Casket Manufacture)</u>
WFS30202	<u>Certificate III in Funeral Services (Funeral Operations)</u>
WFS30302	<u>Certificate III in Funeral Services (Cemetery/Crematoria Operations)</u>
WFS30402	<u>Certificate III in Funeral Services (Gravedigging, Grounds and Maintenance)</u>
WFS40102	<u>Certificate IV in Funeral Services</u>
WFS40202	<u>Certificate IV in Funeral Services (Embalming)</u>

Training Packages Under Review -Nil

The Funeral Services Training Package was endorsed in February 2002 which has made formal structured training available to the industry for the first time. The Package is due for review in February 2005.

Stage one of the review of the Funeral Services Training package has commenced with feed back on the discussion paper due to DEST by May 2006.



More information on the Funeral Services Training Package and its qualifications and units of competency can be found on the following website:

<http://www.ntis.gov.au/?/trainingpackage/WFS02>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>



CHARACTERISTICS OF THE INDUSTRY

The Funeral Services Industry consists of four broad sectors:

- Funeral Directing
- Cemetery and Crematorium Operations
- Coffin and Casket Manufacturing
- Monumental Stonemasonry

Collectively these sectors contain more than 20 occupational groupings.

- A Strict Code of Ethics and Practice
- A Need for employees to have understanding of diverse cultural backgrounds
- Mature age workers are generally an industry preferred option due to nature of work
- Focus on computer/technology skills for the existing workforce to keep abreast with the changing nature of work
- An increasing need for the use of grief counselling services
- The need for a multi skilled workforce is paramount.

INDUSTRY ASSOCIATIONS

- Australian Funeral Directors Association of WA

LICENSING/REGULATORY REQUIREMENTS


- Cremation Act 1929
- Cremation Regulations 1954
- Cemeteries Act 1986
- Local Government Act 1996
- Infection Control Guidelines 1992
- Public Health Act/Regulations
- Occupational Safety and Health Act 1996

TRAINING ENVIRONMENTAL ISSUES

Due to the sensitive nature of this industry and the diversity of tasks ranging from:

- collection of the deceased
- mortuary work
- preparation and presentation of the deceased
- burial/cremation
- conducting of funerals
- driving and maintenance of vehicles

Unfortunately there is a lack of formal recognition of training within the industry as there is no RTO available to deliver the training package in WA



Please refer to the Training Package as each unit of competence (182 units) identifies specific resource requirements.

Assessor requirements:

Assessors have a comprehensive current knowledge of the industry and the job or role against which the performance is being assessed.

N.B Assessor qualifications for Certificate IV Funeral Services (Embalming) it is a requirement that assessors of unit WFSMWK403A 'Perform arterial embalming' be conducted by assessors who hold this qualification or an equivalent such as Certificate IV Mortuary Science (Embalming) and who are recognised by an appropriate industry association such as the Australian Institute of Embalmers.

Due to the complex, diverse and involved nature of the work it would be imperative to involve the industry in all quality assurance.

- Flexible delivery would be essential for this industry because of its round the clock nature.

HIGH RISK TRAINING CONCERNS

Occupational Safety and Health (Physical – lifting, and lowering etc.)
Infection Control (disease, blood, waste disposal etc.)

Hairdressing - (WRH00)

TRAINING PACKAGES COVERAGE

National Code	Qualification Name
WRH20100	<u>Certificate II in Hairdressing</u>
WRH30100	<u>Certificate III in Hairdressing</u>
WRH40100	<u>Certificate IV in Hairdressing</u>
WRH50100	<u>Diploma of Hairdressing Salon Management</u>

While the Hairdressing Training Package WRH06 was endorsed in early 2006, there are ongoing national validations occurring as a result of issues raised by the Hairdressing Federation of Queensland at the endorsement stage. A national validation workshop will be held in May 2006 and the outcomes of this forum will determine what changes if any will occur.

<http://www.ntis.gov.au/?/trainingpackage/WRH06>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

CHARACTERISTICS OF THE INDUSTRY:

- A unique industry in as much as workers are dealing with the people in a 'hands on environment' that invades a clients personal space.
- Operators are using potentially carcinogenic chemicals that have the capacity to endanger a person's life.
- Strongly influenced by fashion and changing styles.
- Need for owner operations to have technical as well as business skills.
- Female dominated workforce, in predominantly small business operations.
- Industry dealing with dangerous chemicals, recognition of importance of Occupational Health and Safety Act 1996. Use of materials Safety Data Sheets important.
- Surplus of qualified hairdressers who cannot find employment due to low skills level.
- Increased focus on customer service.
- Mature age persons find it difficult to gain apprenticeships due to the adult wage rate.

INDUSTRY ASSOCIATIONS:

- Master Ladies Hairdressers Association
- WA Hairdressers & Wigmakers Employees Union of Workers WA

LICENSING/REGULATORY REQUIREMENTS

- Hairdressers Registration Act 1943
- Hairdressers Registration Regulations 1965
- Hairdressing Establishment Regulations 1972
- Industrial Training (Apprenticeship Training) Regulations 1981
- Industrial Training (General Apprenticeships) Regulations 1981

- Health (Skin Penetration Procedures) Regulations 1998
- Occupational Health and Safety Act 1996

TRAINING ENVIRONMENTAL ISSUES

- Safe use of chemicals, MSD sheets and general requirements of Occupational Health and Safety Act 1996 and Skin Penetration Procedures are critical.
- One wash basin for every three work stations with separate hand washing basins
- Reticulated hot and cold water with hot water at a minimum of 38°C. If water is delivered directly to the head, a probe or similar approved mixing valve must be incorporated in the line.
- Adequate work stations to student ratio and space to student ratio between work stations to ensure a safe work environment for students/models in accordance with the “ADEQUATE SPACE” provisions of the Occupational Health and Safety Act 1996 clauses 3.6 and 3.14.
- Gas lift chairs.
- Disposal units for sharps, blood products and hair. (correctly and clearly marked).
- Procedures for the disposal of contaminated hair.
- Disinfection solutions.
- A 1lt size sterilisation vessel for each work station.
- Sufficient number of instruments to enable used instruments to be disinfected in accordance with the Hairdressing Establishment Regulations 1972.
- Smooth, durable impervious materials are to be used for shelves, benches, tables and storage units.
- Floors must have a smooth impervious washable surface in the working area.
- Correctly labelled (wording to be not less than 50 millimetres in height) receptacles with tight fitting lids for the storage dirty linen.
- Correctly labelled (wording to be not less than 50 millimetres in height) receptacles with tight fitting lids for hair and waste including shaving lather and paper.
- Correct and safe storage of chemicals.
- Proper mechanical ventilation of facility.
- If laundry is carried on the premises refer to the Hairdressing Establishment Regulations 1972.
- The storage, preparation or consumption of food must not take place where hairdressing procedures are performed.
- Gloves, masks and protective clothing (gowns) must be supplied for the apprentice.
- Public access and facilities.
- Copy of the current Hairdressers Training Package.
- Copies of all relevant Legislation, Licensing and Regulatory requirements.
- All trainers/assessors must hold **combined registration** with the hairdressers Registration Board of WA (state legislative requirement).

Assessor requirements:

Currency and qualification of Assessors in accordance with the Hairdressing Training Package requirements which state that assessors must have:

- a hairdressing trade qualification as recognised by the state or territory in which they will be assessing, plus have a minimum plus have a minimum of two years post trade experience. *Post trade experience must be current and have been gained in a commercially operating salon. (Currency is defined as a minimum of one year's commercial hairdressing salon experience within the last three years).*
- Demonstrate a knowledge and understanding of the current requirements for assessing against the National hairdressing Competency Standards.

Please consult the training package for an in depth explanation of assessor requirements.

HIGH RISK TRAINING CONCERNS

Occupational Safety and Health when working with potentially carcinogenic chemicals and sharps.

WORKSAFE ISSUES

For the Hairdressing industry there are a number of areas that Worksafe has identified as being of importance:

- Sterilisation
- Hazardous substances
- MSD sheets must be available and accessible to all staff/apprentices/trainers for all products used in the salon. This is now a requirement in WA
- Personal protective equipment
- Recording procedures for slips, trips and falls (accident report sheets)
- Electrical safety (accident/maintenance report sheets)
- Safe use and storage of equipment and tools of trade
- Hygienic disposal of waste products
- Hygienic storage of clean linen
- Hygienic storage of soiled linen
- Hygienic storage/disposal of hair
- The right to refuse work

(a) Employees have the right to refuse to undertake work if they have reasonable grounds to believe that to continue work would expose them or others persons to a risk of imminent and/or serious harm. Employees do not need the employer's permission to leave the area if they risk imminent and/or serious harm by remaining.

(b) Employees are required to carry out any lawful instruction under their terms of the contract of employment that does not conflict with (a) above.

For information on occupational health and safety in the personal services industry, please refer to <http://www.safetyline.wa.gov.au>



For information on chemical control and Material Safety Data (MSD), please refer to <http://www.safetyline.wa.gov.au>

For Codes of Practice – Prevention of Falls at Workplaces (2004), please refer to <http://www.safetyline.wa.gov.au>

Information on electrical safety can be found at <http://www.safetyline.wa.gov.au>

Beauty Therapy – (WRB04)

TRAINING PACKAGE COVERAGE

Endorsed

National Code	Qualification Name
WRB20104	Certificate II in Nail Technology
WRB20204	Certificate II in Makeup Services
WRB20304	Certificate II in Retail Cosmetic Services
WRB30104	Certificate III in Beauty Services
WRB30204	Certificate III in Nail Technology
WRB40104	Certificate IV in Beauty Therapy
WRB50104	Diploma of Beauty Therapy

More information on the Beauty Therapy Training Package and its qualifications and units of competency can be found on the following website:

<http://www.ntis.gov.au/?/trainingpackage/WRB04>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

CHARACTERISTICS OF THE INDUSTRY

- Ongoing adoption of new apparatus and treatments.
- Demand for multi servicing of clients requires several different procedures performed at once, requiring multiskilling of employees.
- Increasing focus on customer service.
- Fractured industry with difficulties gaining agreement on issues.
- Training must be ongoing to gain skills in new techniques, operation of new equipment.
- Need for formalised work experience programs.
- A majority of graduates from full time training are unable to find employment. Formalised work experience is preferred by employers as a training component but is not generally a component of the full time off-the-job training.
- There is no award for this industry.



INDUSTRY ASSOCIATIONS

- Australian Beauty Association
- Advanced Association of Beauty Therapist
- Association of Professional Aestheticians of Australia
- Australian Colleges of Natural Health Sciences
- WA Council of Independent Beauty Schools

LICENSING/REGULATORY REQUIREMENTS

- There are no licensing or regulatory requirements
- Local Government Act 1996
- Commercial Tenancy (Retail Shops) Agreements Regulations 1985
- Retail Trading Hours Regulations 1988
- Skin Penetration Code of Practice

TRAINING ENVIRONMENTAL ISSUES

Due to the niche nature of the industry and the specific nature of specialised equipment required for units of competence and the need to ensure maintenance and use of this equipment there are identified units that will only be assessed off the workplace. Equipment includes electrolysis machines, suction apparatus and the use of spa's.

Assessor requirements:

- Be recognised as competent in the specific units of competency to be assessed.
- Be technically competent with a minimum of two years industry experience and relevant work experience within the last (3) years at or above the level being assessed.

HIGH RISK TRAINING CONCERNS

Occupational Safety and Health (including the knowledge and use of toxic chemicals, first aid practices and hygiene regulations).

RETAIL – Floristry (WRF04)

TRAINING PACKAGES COVERAGE

The Floristry Training Package covers the vocational requirements of the industry. Qualifications are available at Certificate II, III and IV.

National Code	Qualification Name
WRF20104	<u>Certificate II in Floristry</u>
WRF30104	<u>Certificate III in Floristry</u>
WRF40104	<u>Certificate IV in Floristry</u>

More information on the Floristry Training Package and its qualifications and units of competency can be found on the following website:

<http://www.ntis.gov.au/?/trainingpackage/WRF04>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

CHARACTERISTICS OF THE INDUSTRY

- Floristry is a specialised area in retail, requiring specialist product knowledge and a range of technical and artistic competencies.
- The National Floristry Training Package (AQF II-IV) is endorsed and available in WA.
- Existing workers are a major factor in this industry as most florists (particularly owners) do not have qualifications. Promoting of traineeships to the floristry industry has been invariable met with the response of “I don’t have qualifications and I would not feel comfortable training a person for a qualification”. This industry needs support from the top end (employers) down to increase the uptake of trainees. Potentially this is an industry that could support many trainees.
- Recognition of Current Competencies of the existing workforce is a priority.
- Existing worker training is a high priority.
- Traineeships are available in Certificates II and III.
- Full time off-the-job training is also an option within this industry.

INDUSTRY ASSOCIATIONS

Professional Florists Association

HIGH RISK TRAINING CONCERNS

Occupational Safety and Health when using tools/equipment

TRAINING ENVIRONMENTAL ISSUES

Assessor requirements:

- Be recognised as competent in the specific units of competency to be assessed.
- Demonstrate current knowledge and experience in the industry, industry practices, and the job or role against which performance is being assessed. This may be demonstrated through evidence of actual workplace experience within the last two years and one or more of the items below:
 - attendance at professional development/training and education activities focussing on good practice in the relevant industry competencies
 - Participation in professional/industry networks
- Demonstrate current skills and knowledge in assessing against this training package in a range of contexts. This may be demonstrated through at least one of the following:
 - Familiarity with the units of competency in this Training Package to be used by the learner as a basis of assessment
 - Recent planning, conduct and review of assessment and/or workplace training activities in a floristry context
 - Participation in moderation/validation
 - Attendance at professional development activities focussed on assessment and/or workplace training

All units identify resource requirements appropriate to the unit. For example:

- A real or simulated floristry work environment – see training package for definition of a simulated environment
- Relevant documentation such as shop/studio policies and procedures manuals, sources of product information
- Access to a range of clients with different requirements (real or simulated)
- A range of merchandise and products appropriate to the floristry workplace
- Appropriate work area, benches, water, etc.
- Appropriate selection of equipment to complete the range of tasks/skills
- A qualified workplace assessor or team
- Copy of the National Floristry Training package.

Pharmacy – (WRP02)

TRAINING PACKAGES COVERAGE

National Code	Qualification Name
WRP10102	Certificate I in Community Pharmacy
WRP20102	Certificate II in Community Pharmacy
WRP30102	Certificate III in Community Pharmacy
WRP40102	Certificate IV in Community Pharmacy

More information on the Community Pharmacy Training Package and its qualifications and units of competency can be found on the following websites:

The review of the Community Pharmacy Training Package commence in 2005.

<http://www.ntis.gov.au/?/trainingpackage/WRP02>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

CHARACTERISTICS OF THE INDUSTRY

- Pharmacy staff require specialist training to ensure that the role of community pharmacies as providers of primary health care is maintained and enhanced.
- Community Pharmacy is an industry that requires from staff a unique combination of skills spanning service, operations, marketing and comprehensive health related product knowledge.
- The operation of a community pharmacy is impacted upon by a complex framework of regulation. Australian governments intervene with a suite of controls to provide for the safe and quality use of a range of medicines, some of which are potentially harmful.
- Pharmacy and dispensary assistants must have a comprehensive understanding of all legislation and its application in the workplace and must be able to interpret these legislative guidelines and apply them to requests for medicines from customers.
- The dispensary unit has a specific requirement of assessment in the workplace due to the nature of the tasks embodied in the unit. The individual being assessed needs to be well equipped to deal with the responsibility of meeting the health requirements of their customers. In some cases it is essential to have pharmacist input in the assessment process because of the nature of the content.
- Shortage of **qualified** pharmacy assistants particularly in regional areas.
- Entry level Traineeship Certificate II in Community Pharmacy has strong industry support.

- Certificate III in Community Pharmacy from the training package is gaining support with employers.

TRAINING ENVIRONMENTAL ISSUES

- The need to be fully conversant with all legislation surrounding the sale, storage and recording of medications
- Advanced product knowledge
- All units identify resource requirements appropriate to the unit including reference to “a real or simulated pharmacy environment”.
- Copy of the training package

Assessor requirements:

In addition to the above it is a requirement that assessors have comprehensive current knowledge of the industry and the job or role against which the performance is being assessed. This will require that they have **relevant, recent experience in the job or role, including practices within the Pharmacy industry’s legislative environment.**

Note that the Community Pharmacy industry has determined that:

- *Relevant industry experience is defined as work in community pharmacy*
- *Recent is defined as within the past eighteen months of at least two weeks duration*

HIGH RISK TRAINING CONCERNS

- The Australian government has a suite of controls in place to provide for the safe dispensing and quality use of a range of medicines, some of which are harmful if incorrectly administered. Pharmacy assistants must have a comprehensive understanding of all legislation and its application in the workplace along with the ability to interpret these legislative guidelines and apply them to requests for medicines from customers.

LICENSING/REGULATORY REQUIREMENTS

- Occupational Health and Safety Act 1996
- Fair Trading Regulations 1988
- Poisons Regulations 1965

INDUSTRY ASSOCIATIONS

- Pharmacy Guild of WA

Retail – ((WRR02))

TRAINING PACKAGE COVERAGE

National Code	Qualification Name
WRR10102	<u>Certificate I in Retail Operations</u>
WRR20102	<u>Certificate II in Retail Operations</u>
WRR30102	<u>Certificate III in Retail Supervision</u>
WRR30202	<u>Certificate III in Retail Operations</u>
WRR40102	<u>Certificate IV in Retail Management</u>
WRR50102	<u>Diploma of Retail Management</u>

More information on the Retail Training Package and its qualifications and units of competency can be found on the following website:

<http://www.ntis.gov.au/?/trainingpackage/WRR02>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

CHARACTERISTICS OF THE INDUSTRY

- Large corporate supermarket employers have in the last three years moved away from a casual workforce to a workforce that is permanent and sustainable. These employers found that productivity declined with a large casual/part time workforce. There is also a strong commitment to training from Certificate II through to Bachelor of Business. This training is supported and encouraged by the employer.
- Deregulated trading hours or open trading hours were not supported by small business and as such regulated trading hours remain in WA. This is still a relevant issue. Agreement was reached between small business and the state government that retailers would not pursue this until after the next state election. The topic is again under discussion with all political parties in the lead up to the election.
- Largest employer in WA, relying on individual customer services and product/service expertise.
- Generally a high proportion of youth employment, especially female, and a high proportion of casual and part time employment. Continuing trend to part time and casual workforce.
- Increasing on-line merchandising and purchasing, non-cash transactions (EFTPOS).
- Need for training in small business management, computing, financial management, staff management, basic understanding of contract law and other relevant legislation.
- Trend toward unregulated or open trading hours, with higher levels of shift work now required Focus on customer service skills.
- Future need for technology, organisational and marketing skills, and management leadership.

- Self check-out facilities at supermarkets has commenced. It is predicted that this will be the way of the future with all supermarkets embracing the new technology which in turn will free up staff for duties other than working at a checkout.
- Training for existing workers is a high priority.
- Management training is a requirement.
- Customer service training most important.
- Need for RPL arrangements.
- Identified need to promote retail as a career.

INDUSTRY ASSOCIATIONS

- WA Retailers Association
- WA Small Business Association
- Combined Small Business Alliance
- Australian Retailers Association
- Jewellers Assoc of Australia
- WA Accredited Newsagents Assoc
- WA Council of Retailers Assoc
- Hardware Association of WA
- Shop Distributive Allied Employees Assoc of WA

LICENSING/REGULATORY REQUIREMENTS

- Local Government Act 1996
- Commercial Tenancy (Retail Shops) Agreements Regulations 1985
- Retail Trading Hours Regulations 1988
- Retail Trading Hours (Filling Station Zones) Regulations 1988
- Petroleum Products Pricing Regulations 2000
- Weights and Measures (Exemptions) Regulations 1997
- Liquor Licensing Regulations 1989
- Retail outlets for pet meat - Health (Pet Meat) Regulations 1990
- Tobacco Control (General) Regulations 1991
- Stock (Control of Hormonal Growth Promotants) Regulations 1994
- Health (Food Hygiene) Regulations 1993
- Poisons Regulations 1965
- Weights and Measures Regulations 1927
- Environmental Protection (Noise) Regulations 1997
- Occupational Health and Safety Act 1996
- Fair Trading Regulations 1988

WORKSAFE

For the Retail sector, WorkSafe identifies the following areas to be addressed in staff induction and training:

- Recording procedures for slips, trips and falls (accident report sheets)
- Stocking shelves
- Plant and equipment including stocktaking shelves
- Recording procedures for lacerations (accident report sheets)
- First Aid requirements

For occupational health and safety guidelines specifically for the retail industry, please refer to <http://www.safetyline.wa.gov.au>

For information on work practices and principles of workplace design which help to reduce the incidence and severity of armed robbery, please refer to <http://www.safetyline.wa.gov.au>

Information for workers involving frequent or heavy lifting, also refer to <http://www.safetyline.wa.gov.au>

Information for fork lift workers, please refer to <http://www.safetyline.wa.gov.au>

For Codes of Practice – Prevention of Falls at Workplaces (2004), please refer to <http://www.safetyline.wa.gov.au>

Manual handling in the retail industry, please refer to <http://www.safetyline.wa.gov.au>

RETAIL TRAINING ENVIRONMENTAL ISSUES

Training may take place fully on or off the job. All units of competence identify resource requirements appropriate to the unit however, if training/assessment takes place in a simulation environment then the following must apply:

Are there opportunities to assess the learner in a simulated environment that:

- Tests the full range of equipment
- Uses up to date equipment
- Reflects times and deadlines
- Shows complexity when dealing with multiple tasks
- Deals with customers including difficult ones
- Work with others in a team
- Communicates with diverse groups
- Finds, discusses and tests solutions to problems
- Explores safety issues
- Answers practically orientated, applied knowledge questions
- Shows the level of written and verbal expression sufficient for, but does not exceed the work requirements
- Retail policies and procedures
- A broad range of stock and equipment
- A broad range of customers and relevant products
- Copy of the Retail Training Package



Assessor requirements:

- Be recognised as competent in the specific units of competency to be assessed.
- Demonstrate current knowledge and experience in the industry, industry practices, and the job or role against which performance is being assessed. This may be demonstrated through evidence of one or more of the items below:
 - relevant work experience
 - attendance at professional development/training and education activities focussing on good practice in the relevant industry competencies
 - participation in professional/industry networks.
- Demonstrate current skills and knowledge in assessing against this training package in a range of contexts. This may be demonstrated through at least one of the following:
 - familiarity with the units of competency in this training package to be used by the learner as a basis of assessment
 - recent planning, conduct and review of assessment and/or workplace training activities
 - participation in moderation/validation
 - attendance at professional development activities focussed on assessment and/or workplace training
 - understanding of the requisite assessor qualifications within this training package
 - refer to training package for additional information.

WHOLESALE - (WRW01)

TRAINING PACKAGE COVERAGE

National Code	Qualification Name
WRW20101	<u>Certificate II in Wholesale Operations</u>
WRW30101	<u>Certificate III in Wholesale Operations</u>
WRW40101	<u>Certificate IV in Wholesale Management</u>
WRW50101	<u>Diploma of Wholesale Management</u>

More information on the Wholesale Training Package and its qualifications and units of competency can be found on the following website:

The Wholesale Training package is currently at the final stages of validation and will be incorporated in a new training package called The Retail Skills Training Package

<http://www.ntis.gov.au/?/trainingpackage/WRW01>

Implementation Kits for Training Packages can be found on the website:-

<http://www.training.wa.gov.au/training/content-training-packages.asp>

Training Package was endorsed in 2002.

CHARACTERISTICS OF THE INDUSTRY

- The Wholesale industry is unique in as much as it impacts on almost all other industries in a business-to-business relationship and the nature of the industry is the great diversity of businesses in wholesaling.
- Many unskilled people are employed in this sector principally because there has not been training available. Traditionally training has been learned on-the-job without recognition of skills.
- No traditional training culture.
- It is anticipated that this will change with workers seeking Recognition of Current Competencies and RTOs registering to provide training in the wholesale sector. Many industries that have to date done training through the small business traineeship will now be able to look at training specific to the wholesale industry.

INDUSTRY ASSOCIATIONS

There are no specific industry associations in WA.

LICENSING/REGULATORY REQUIREMENTS

- Petroleum Products Pricing (Maximum Wholesale Price) Order (No 4) 2001
- Weights and Measures Regulations 1927
- Perth Market By-laws 1990
- Poisons Regulations 1965
- Marketing of Potatoes Regulations 1987
- Agricultural Produce (Horticultural Industry) Regulations 2001
- Liquor Licensing Regulations 1989
- Weights and Measures Regulations 1927

- Fair Trading Regulations 1988
- Stock Regulations 1994
- Liquor Licensing Regulations 1989
- Health (Food Standards) (Administration) Regulations 1986
- Environmental Protection Regulations 2003
- Workplace relations
- Workers compensation
- Industry codes of practice

TRAINING ENVIRONMENTAL ISSUES

- There are no RTO's registered to deliver wholesale in WA

Assessor requirements:

- Be recognised as competent in the specific units of competency to be assessed.
- Demonstrate current knowledge and experience in the industry, industry practices, and the job or role against which performance is being assessed. This may be demonstrated through evidence of one or more of the items below:
 - relevant work experience
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Due to the diversity of industries associated with this training package all units identify resource requirements appropriate to the unit.

- Copy of the training package

HIGH RISK TRAINING CONCERNS

Occupational Safety and Health (Physical – lifting, and lowering machinery operation etc .)