

Training the Nextra Way...

Career Path

Certificate II in Retail Operations

- Communicate in the Workplace
- Apply point of sale handling procedures
- Interact with customers
- Work effectively in a retail environment
- Operate retail equipment
- Perform routine housekeeping duties
- Apply safe working practices
- Minimise theft
- Perform stock control procedures
- Balance the register/terminal
- Sell products and services
- Advise on products and services
- Merchandise products
- Recommend newsagency products and services

Certificate II & III in Retail Operations

- Build relationships with customers (advanced selling)
- Profile a retail market
- Apply store security system and procedures
- Maintain and order stock
- Monitor in-store visual merchandising display
- Maintain store safety
- Develop innovative ideas at work
- Maintain store security
- Coordinate merchandise presentation

Certificate III in Retail Supervision

- Coordinate interaction with customers
- Coordinate work teams
- Maintain employee relations
- Maintain store security
- Maintain store safety
- Coordinate retail office
- Operate retail information technology systems
- Coordinate merchandising presentation
- Develop innovative ideas at work

Certificate IV in Retail Management

- Manage sales and service delivery
- Administer human resources policy
- Manage financial resources
- Lead and manage people
- Manage merchandise and store presentation
- Provide a safe working environment
- Coordinate retail office
- Coordinate interaction with customers
- Control store loss/security
- Control inventory
- Create an innovative work environment
- Implement continuous improvement



National Qualifications

Shop Assistant

- Casual

Shop Assistant

- Part-time
- Full-time

Manager in Training

- 2IC

Manager in Training

- Manager

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<p>Nextra Management Course Level IV Operations</p> <ul style="list-style-type: none"> • Research Business Opportunities • Undertake Business Planning • Monitor and Manage Business Operations • Manage a Small Team • Monitor a Safe Workplace • Coordinate Business Resources • Establish Business Networks • Forecast Market and Business Needs • Implement Operational Plan • Promote Innovation and Change 	<p>Nextra Management Course Level IV Human Resources</p> <ul style="list-style-type: none"> • Research Business Opportunities • Undertake Business Planning • Monitor and Manage Business Operations • Manage a Small Team • Develop Work Priorities • Develop Teams and Individuals • Monitor a Safe Workplace • Recruit and Select Personnel • Process Human Resources Documents and Enquiries • Report on Financial Activity 	<p>Nextra Management Course Level IV Marketing</p> <ul style="list-style-type: none"> • Research Business Opportunities • Undertake Business Planning • Monitor and Manage Business Operations • Manage a Small Team • Develop Work Priorities • Promote Innovation and Change • Promote Products and Services • Implement and Monitor Marketing Activities • Identify Marketing Opportunities • Build Client Relationships 	<p>Nextra Management Course Level IV Business Development/Planning</p> <ul style="list-style-type: none"> • Undertake Business Planning • Research Business Opportunities • Establish Business and Legal Requirements • Undertake Financial Planning • Monitor and Manage Business Operations • Manage a Small Team • Develop Work Priorities • Analyse and Present Research Information • Promote Innovation and Change • Build Client Relationships
<p>National Qualifications</p> <p>Certificate IV in Small Business Management (Operations)</p>	<p>Certificate IV in Small Business Management (Human Resources)</p>	<p>Certificate IV in Small Business Management (Marketing)</p>	<p>Certificate IV in Small Business Management (Business Development/Planning)</p>