



DRAFT
RLDF TRAINING LINKED TO CERTIFICATE IV RETAIL
QUALIFICATION
WITH THE AUSTRALIAN RETAIL TRAINING ACADEMY

SUMMARY

RLDF, in association with its core organizations, Fosters and ALSA, offers a training program to liquor managers in NSW. Liquor managers in the federally funded program sign up to a Certificate IV Retail traineeship with the Australian Retail Training Academy, participate in a series of RLDF training modules and following completion of workplace based assessment tasks, receive their nationally recognised certificates.

TARGET PARTICIPANTS (50 participants commenced in 2009, 100 IN 2010)

- Liquor store managers
- Senior staff
- Trainee managers

REGION

In the first instance NSW major metropolitan and regional areas will be targeted.

ELIGIBILITY FOR FUNDING

- Australian citizen or permanent resident
- Working a minimum of 25 hours a week
- Must not already have a certificate at equal or higher level (if funded previously)
- Must not have a financial interest in the business

An eligible participant generates a \$4,000 federal incentive payable to the employer in two (2) payments:

At 91 days following sign up	\$1,500
At completion	\$2,500

There is an incentive for both the venue and the staff member to complete. The Registered Training organization (RTO) then charges the venue for the training and assessment. Indicative charges would be \$1,250 at commencement and \$2,250 at

completion, leaving the venue with a net of \$500 per participant. These funds can be used by the business to:

- Support further training
- Fund staff during participant training
- Incentivise staff to complete training
- Support other business activities

The RLDF training would be paid by the RTO in 2 parts upon receipt of monies from the venue.

At the initial sign-up session a representative from an Australian Apprenticeship Centre (AAC) would be present to facilitate the signing of government traineeship documents.

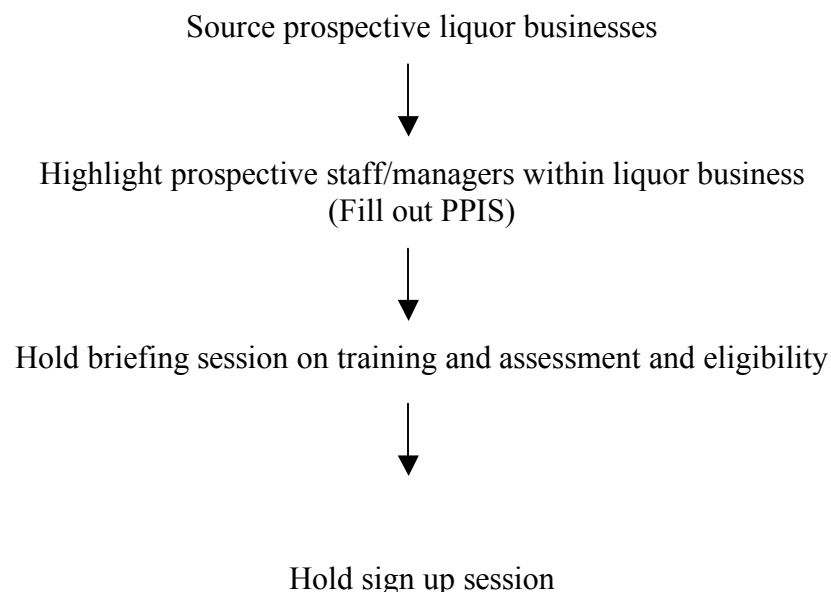
THE RTO

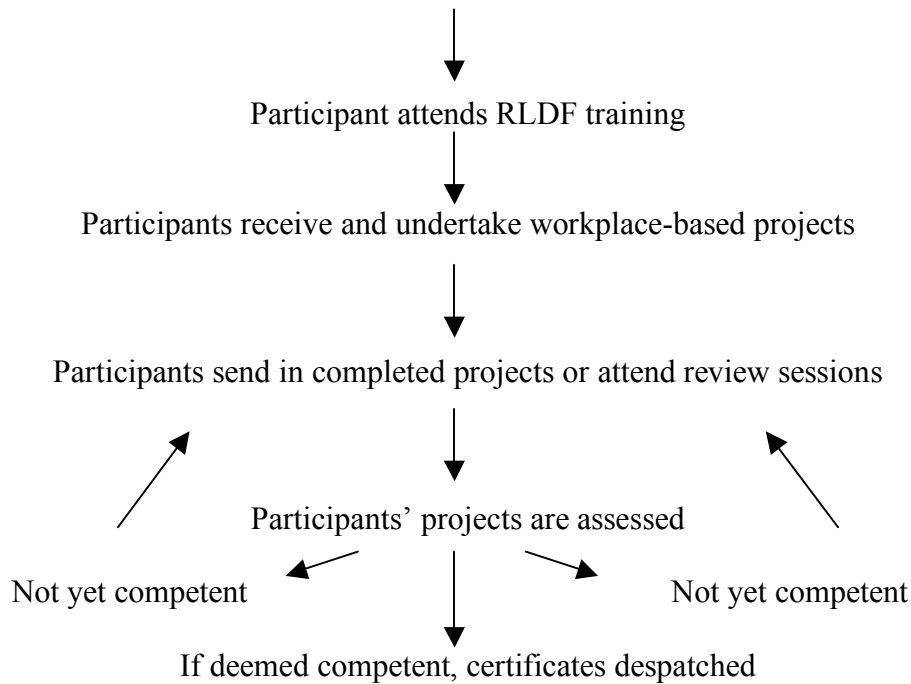
The Australian Retail Training Academy is a registered trading name operating under the auspices of the Australian Hospitality Academy, which is registered as an RTO, running nationally recognised training.

COSTS

If fully funded by the Federal Government (see criteria above), there will be no cost to the store or the individual participant. The liquor business will generate some funds into the operation as outlined above. Participants need to have four training days (or eight half days) allocated over a 12-month period to attend RLDF modules.

TIMELINE





RLDF TRAINING MODULES

The RLDF modules outlined in the mapping document would be made available on a timetable so that Certificate IV participants could choose to attend four (4) full training days or eight (8) half days covering all eight RLDF modules:

Day 1

- FINANCIAL MANAGEMENT – Boosting Business Profits
- MARKETING PRINCIPLES – Ensuring Promotional Effectiveness

Day 2

- OH&S – Ensuring Workplace safety and Compliance
- RETAIL STORE LAYOUT - Maximising Your Customer Spend

Day 3

- PEOPLE MANAGEMENT – Improving Staff Performance on the Job
- CONSUMER BEHAVIOUR – Customer Service and Selling Skills

Day 4

- BUSINESS PLANNING SKILLS - Setting a Path for Future Profits
- STRATEGIC PLANNING – Putting Plans into Action

CERTIFICATION

Following the attendance at the RLDF training, each participant will receive a project sheet and a series of questions as part of the assessment. The participant will be required to complete the question sheets and undertake the project. All projects are venue specific, work related and are aspects of the business that should be compiled/completed/measured/looked at.

Each participant can then submit materials to their assessor by mail/email or by attending a review session with the assessor.

Final paperwork can then be conducted, the venue makes the final claim for payment from the Department of Education and Training and the RTO sends a final invoice to the venue. The participant will then receive his/her certificate.

STAKEHOLDERS ROLES

RLDF

- To set a training calendar and market to the industry in NSW
- To run training as set in calendar to Certificate IV participants and other participants doing non-accredited training
- To assist the Academy (the RTO) in sourcing new participants

The ACADEMY

- To source prospective Certificate IV participants
- To liaise with venue on indicative funding and eligibility
- To coordinate sign up sessions
- To liaise with RLDF on participant training progress
- To work with participants on workplace projects
- To assess participants on workplace projects
- To liaise with venues regarding claims and invoicing
- To provide certification to participants who have completed the training and who are deemed competent on their projects

FOSTERS

- To continue to support RLDF
- To assist with the marketing of the program
- To place Fosters imprimatur on the program

ALSA/LSA

- To continue to support RLDF
- To assist with the marketing of the program to members
- To place ALSA/LSA imprimatur on the program
- To coordinate a training award/prize re Conference