

STAGE 2 WORKPLACE PRACTICES ASSESSMENT TYPE 1: FOLIO

Work in Australian Society

Assessment Type	Learning Requirements	Assessment Design Criteria
Folio	<ol style="list-style-type: none"> Understand and explain concepts of industry and work Analyse the relationships between work-related issues and practices in workplaces Demonstrate knowledge of the roles of individuals, government legislation and policies, unions, and employer groups in work-related and workplace issues Investigate the dynamic nature of work-related and workplace issues, cultures, and/or environments locally, nationally, and/or globally Reflect on and evaluate learning experiences in/about the workplace. 	<p>Knowledge and Understanding</p> <p>The specific features are as follows:</p> <p>KU1 Understanding of knowledge, skills, and competencies appropriate to the relevant industry (i.e. the industry in which the student undertakes vocational learning and/or VET units of competency).</p> <p>KU2 Understanding and explanation of concepts and issues related to industry and work.</p> <p>Investigation and Analysis</p> <p>The specific features are as follows:</p> <p>IA1 Analysis of the relationships between work-related issues, tasks, and/or practices in the workplace.</p> <p>IA2 Investigation of the dynamic nature of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p> <p>Reflection and Evaluation</p> <p>The specific feature is as follows:</p> <p>RE1 Reflection on and evaluation of learning experiences in/about an industry, and self-evaluation.</p>

Task Objective:

This assessment task will provide you with the opportunity to investigate the different types of work within Australian Society.

You will be asked to focus on the township of _____ investigating the types of employment that are found in the Central Business District. To enable you to collect information you will take part in a fieldtrip where you will collect primary data to support your investigations.

Fieldwork

- In class discuss methods that you could use to collect relevant information about work patterns in *the township.*
- Prepare your methods to collect relevant information
- Participate in field trip
- Collate and present your findings to share with the group
- Analyse your data

Report/ Presentation

Use the primary data that you have collected and secondary resources about work patterns.

- Present your findings and analysis in a written or verbal report.
- Compare local data to patterns seen in South Australia
- Remember to explain why you think these patterns are occurring.

Conclusion / Reflection of findings

- From the information that you have discussed do you think that there are work opportunities in *the township* and South Australia?
- Has this task impacted on your decision making about work for the future?

Assessment conditions

You have five weeks to complete this assessment. The information that you present can be in a variety of formats including booklet, PowerPoint presentation, and wall display or negotiated with your teacher.

Remember to keep a record of the information that you have looked at. This can be recorded on CiteAce to enable you to create a bibliography.

For this assessment type, you will provide evidence of your learning primarily in relation to the following assessment design criteria:

- knowledge and understanding
- investigation and analysis
- reflection and evaluation.

Deadline Date:

For this information please refer to your Moodle class group.

Performance Standards for Stage 2 Workplace Practices

	Knowledge and Understanding	Investigation and Analysis	Reflection and Evaluation
A	<p>KU1 Comprehensive understanding at an advanced level of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 Perceptive understanding and insightful explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Perceptive and well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Thorough, detailed, and well-informed investigation of the dynamic nature of a range of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Thorough and insightful reflection on a range of learning experiences in/about an industry, with in-depth self-evaluation.</p>
B	<p>KU1 Well-informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 Clear understanding and well-informed explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Detailed and informed investigation of the dynamic nature of a number of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Detailed and considered reflection on a number of learning experiences in/about an industry, with some in-depth self-evaluation.</p>
C	<p>KU1 Informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 General understanding and informed explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Informed analysis of the relationships between a number of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Informed investigation of the dynamic nature of some work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Some considered reflection on learning experiences in/about an industry, with some self-evaluation.</p>
D	<p>KU1 Recognition of knowledge, skills, and/or competencies appropriate to the relevant industry.</p> <p>KU2 Some understanding and description of aspects of broad concepts and issues related to industry or work.</p>	<p>IA1 Description of the relationship between some aspects of work-related issues, tasks, or practices in the workplace.</p> <p>IA2 Attempted investigation of some aspects of the nature of work-related and/or workplace issues, tasks, cultures, or environments.</p>	<p>RE1 Some reflective description and attempted evaluation of learning experiences in/about an industry.</p>
E	<p>KU1 Limited recognition of knowledge, skills, or competencies appropriate to the relevant industry.</p> <p>KU2 Recall of some aspects of broad concepts or issues related to industry or work.</p>	<p>IA1 Identification and attempted description of one or more work-related issues.</p> <p>IA2 Emerging recognition of one or more aspects of the nature of work-related or workplace issues or environments.</p>	<p>RE1 Recall of some learning experiences in/about an industry.</p>

work place practiser's assessment type 1: folio

Work in Australian society

Introduction

The report investigates the different work types within Australian society. We are focusing on the township of _____ investigating the types of employment that are found in the central business district. I have compared this to the industrial estate in _____ Road. The collecting of the information will take part in a fieldtrip where our group collected primary data to support our investigations. ✓

The reason this investigation was undertaken was to collect Primary and Scenery Data and will then compare the working trends to South Australia's working patterns. ✓

Investigation methods

Primary resources will be used for the information that will be getting when the fieldtrip is completed. The secondary sources will be the information the group have been given from the internet about work in Australian society. ✓

Figure 1: this table is showing the different examples of primary and secondary data used

Research methods:	Purpose:
<u>Primary</u> <ul style="list-style-type: none"> • Maps 	The primary data was collected to compare the two areas in mount barker to one another. We were able to show where all the shops are placed and the types of businesses in the area e.g., retail, banks and hospitals.
<ul style="list-style-type: none"> • Photos 	The photos where to show all the different types of shops that are in both key areas, the photos help give us an idea of what the shops look like and there set up.
<ul style="list-style-type: none"> • Surveys 	The surveys are there to collect data and will contribute to help with the collection of information
<ul style="list-style-type: none"> • Graphs 	The graphs will summarise the information and results we have collected on the fieldtrip.
<u>Secondary</u> <ul style="list-style-type: none"> • Websites 	Going onto the websites helped me in research as we are able to access the information that has been written by others and we will be able to compare information we have collected to the secondary resources. ✓

As we were able to go out and experience what happens in the work place we were able to bring information back into the class room. We can also go to the internet to find out more information about comparing the work in _____ to South Australia.

Results and analysis

The following information will describe the trends and analyse the work patterns in
Some information was collected in the fieldtrips; other information was obtained from the
council websites which shows a profile of

Figure 2 - Road

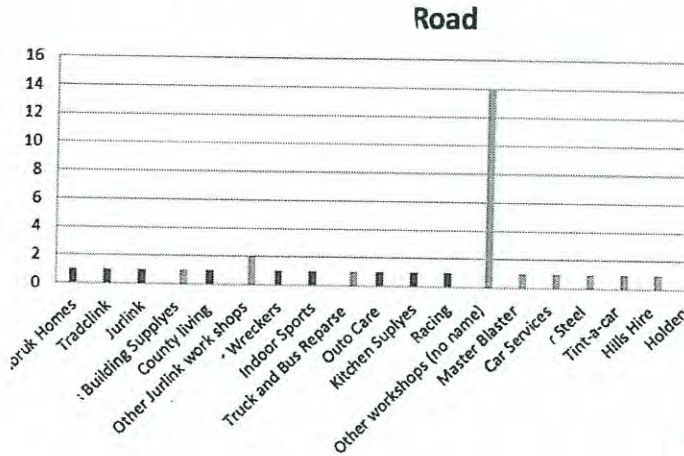


Figure 3 - Street



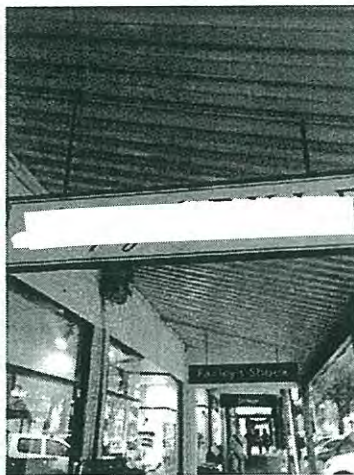
Figure 1 and 2 are graphs are showing the number of different types of work on Road and Street all located in South Australia. This graph shows all the shops and workshops on each road and street pointing out the most popular and trends shown in each area. As you can see street has more retail and servicers like Banks, cafes and retail compared to Road because street is more central in the area because it's a Main street. Road contains more workshops and large work areas because the type of work needs large facilities because of the type of work, car reparse, hills hire and Holden. The data collected on the field trip allowed the group to create these graphs.

Figure 4 – Bank



This type of business provides a service for the community providing people with access to their money if they are with this bank. This photo is showing the name and logo of the business.

Figure 5 – Retail



This retail business is open to the community selling cloth. Shop located in a convenient location for all to access.

Figure 6 – Café



is a popular café that is well known in by the locals.

This table shows the average number of employees on both Road and Street, the type of business and size.

Figure 7

Average	Street	Road
Average number of employees:	about 3-10	2-5
Size of Business:	structure sizes are generally small	structure sizes are large
Type of Business:	majority Tertiary	majority secondary / tertiary

All of these pictures are examples of tertiary businesses on Street in . These businesses are placed in a convenient location because they are popular with the community. All of these shops are small because of the location and business type. The shops are close to the CBD and central to the local community.

Figure – 8

Figure 6 shows the number of the average figure of employees in Street and Road, this also states the size of the businesses and what types are more common in the area.

Figure 9 - Hire



HIRE is a shop open to the community supplying machines to hire to the public.

Figure 10 -



a workshop positioned in a location surrounded by other workshops away from the main streets.

Figure 11 -



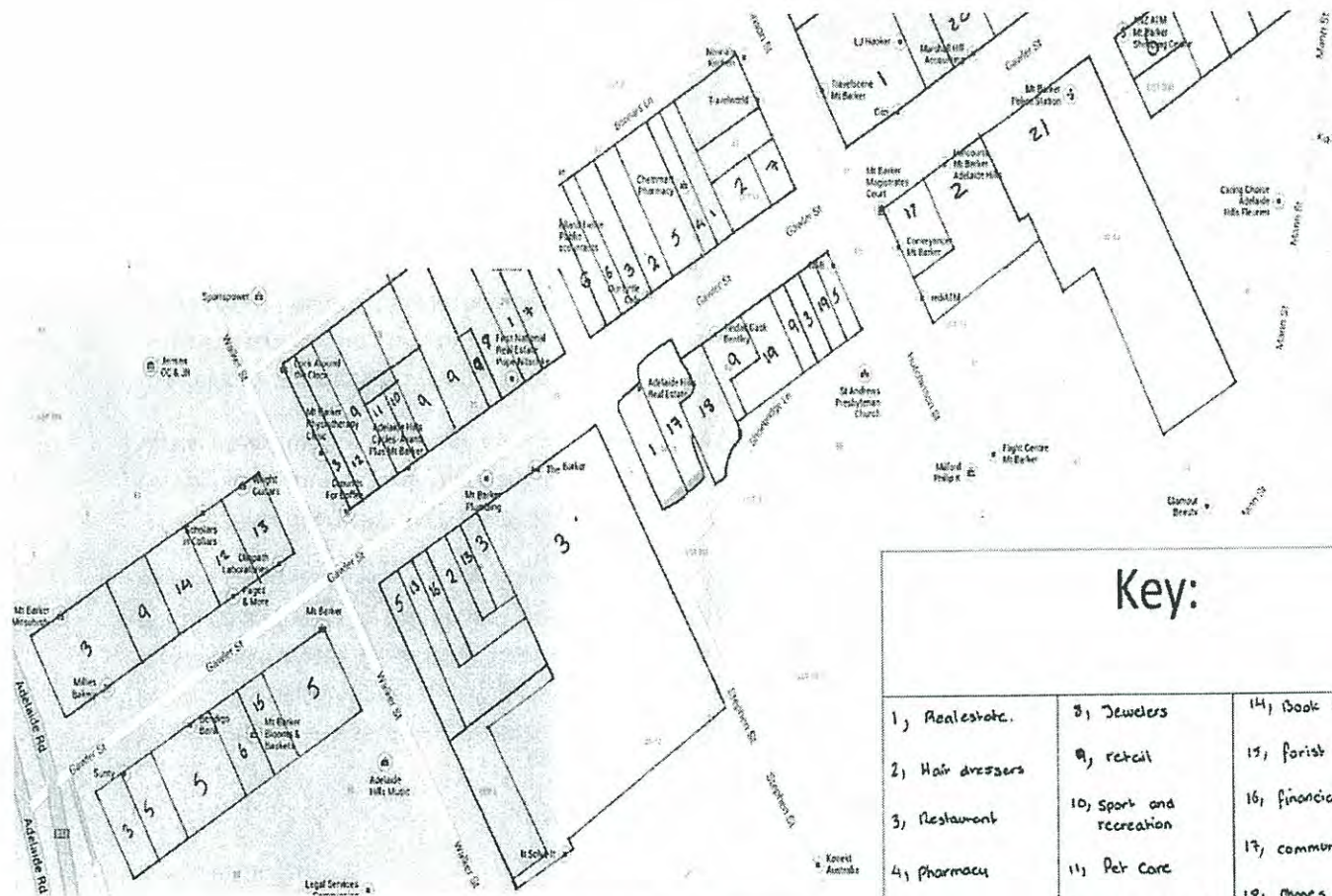
Another workshop positioned amongst other workshops. This is supplying supplies to the shops all over Adelaide.

The pictures above show examples of secondary and tertiary businesses on Road

The placement of each business has been put into consideration because of the type of work that is taken place. These businesses contain more land because of the need for extra room because of the type of work. In this area of work Males are more commonly found working in these workshops because of trades and more hands on work.

Primary, Secondary and Tertiary jobs and businesses can fall into one of the following categories. Throughout here are different sectors of work but on Street there is more Tertiary business, compared to on Road there it a lot of secondary jobs and tertiary.

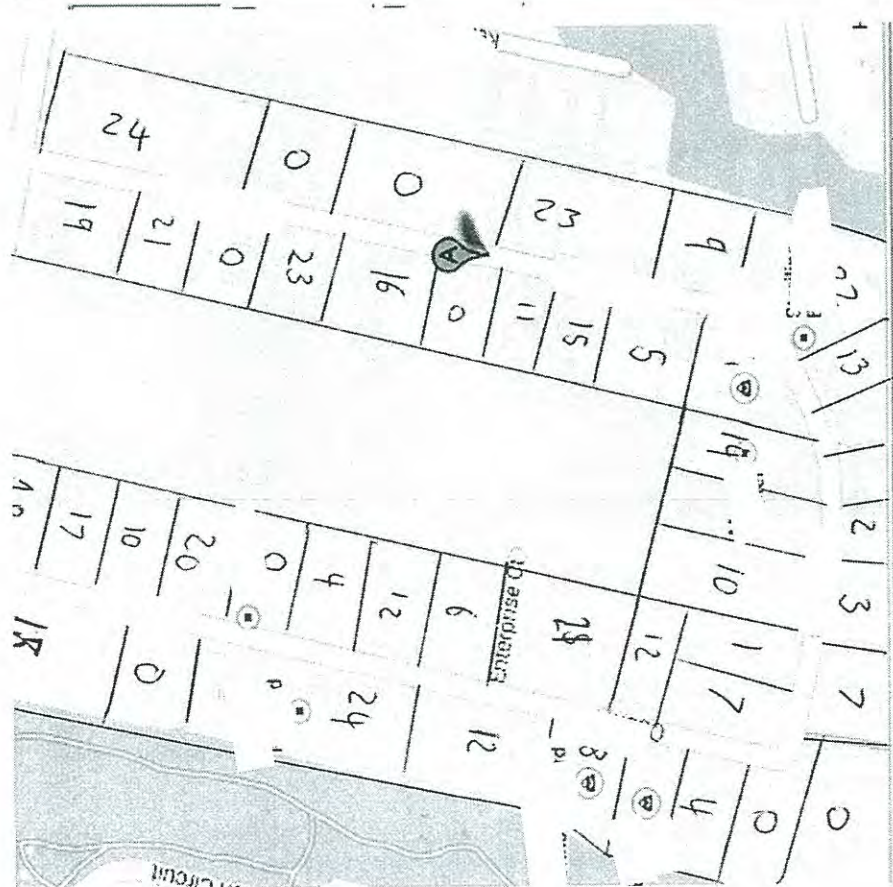
The Tertiary businesses are on street because they are similer businesses like they are all there in a convenient area for peoples convenience. Tertiary bisnusses like banks, cafes and retail all fall under being tertiary businesses.



Key:

1, Real estate.	8, Jewelers	14, Book shop
2, Hair dressers	9, retail	15, florist
3, Restaurant	10, Sport and recreation	16, financial advice
4, Pharmacy	11, Pet Care	17, community
5, Bank	12, Art and craft	18, phones / techno
6, Op shop	13, Health	19, lawyers / solicitors.
7, Vacant		20, Accounting
		21, Police

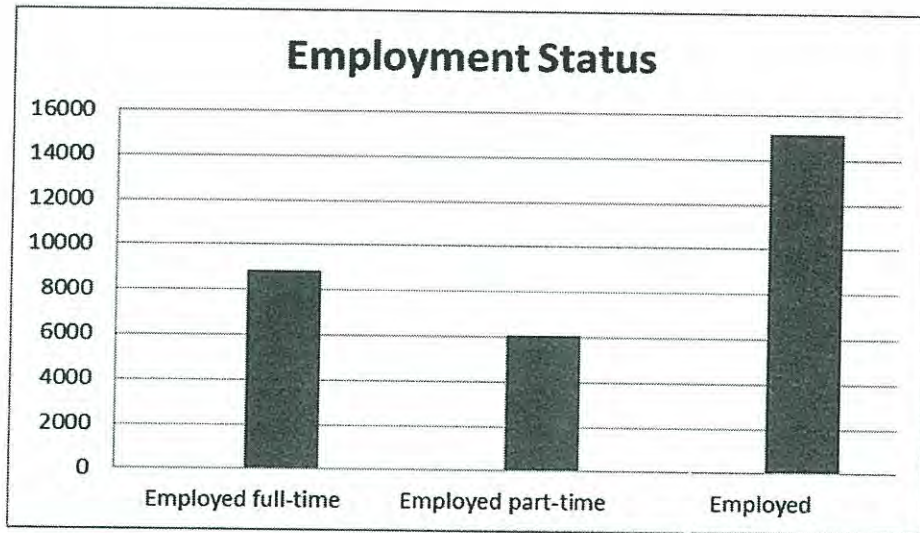
road



Key

0 = other workshops (with no name)	9 = Truck and bus repairs	20 = regulators
1 = Innstruck Homes	10 = auto care	21 = Thorne built
2 = Tradelink	11 = kitchen supplies	23 = VEOLIA
3 = Jurlink	12 = Racing	24 = PRY
4 = building supplies	13 = Master Binster	
5 = country living	14 = car services	
6 = other Jurlink workshops	15 = steel	
	16 = tint-n-car	

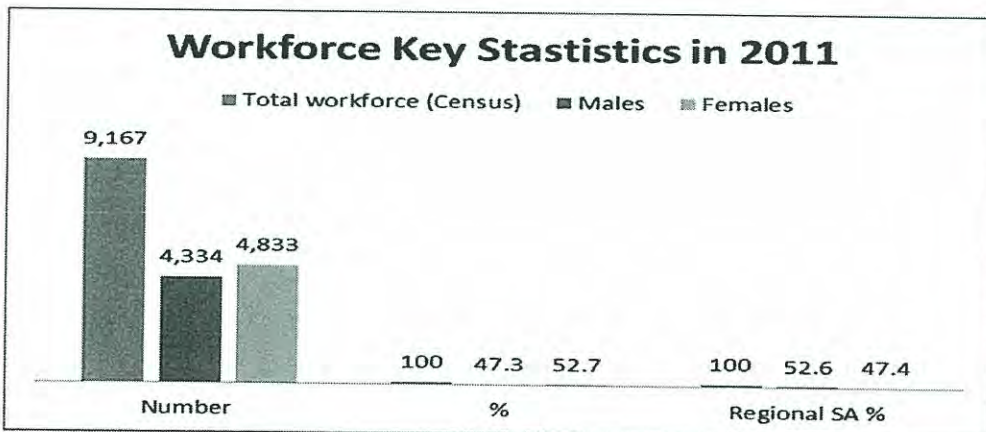
Figure 12: The number of people employed in



this graph is showing the number of people employed in 2011 compared to 2006, as you can see the number of employment has risen with more people being employed.

This graph is showing the number of people that are employed in in 2011. It shows that the majority of the people living in the area are employed in some way as they may be full-time, part-time or casual. Full time and part time workers are the most popular.

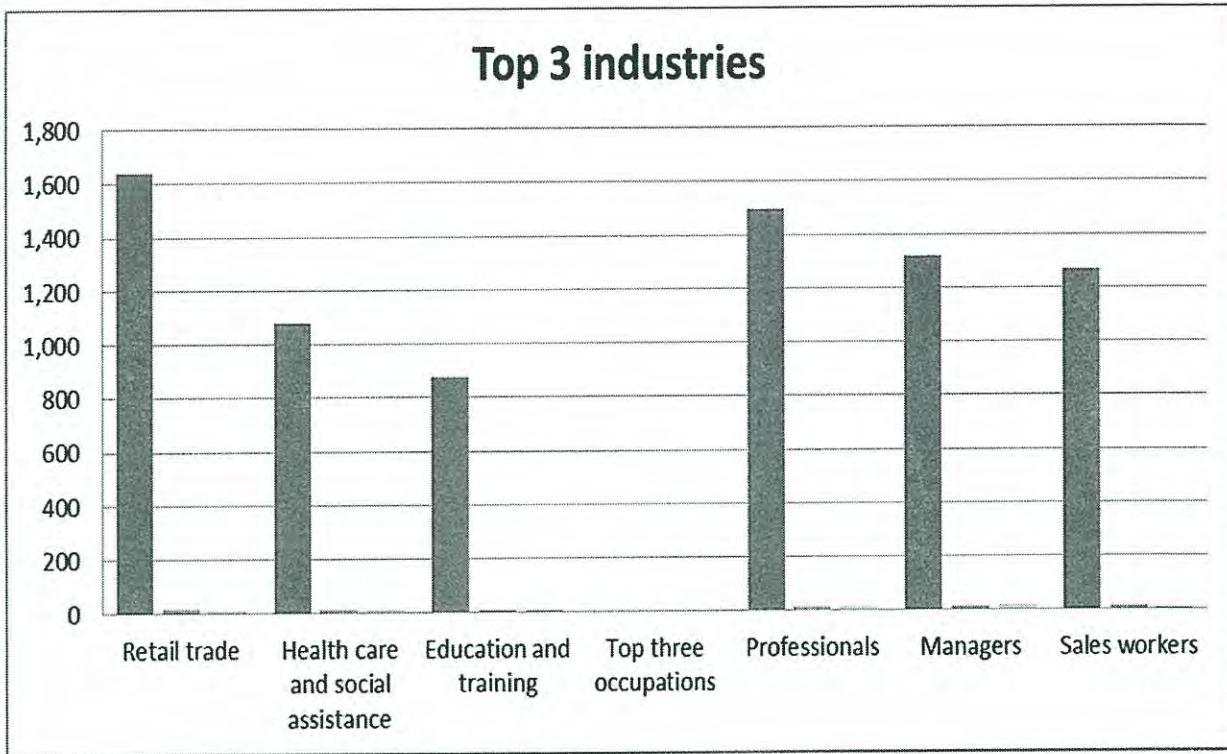
Figure 13: The number of people employed in ; as well as what type of work¹



This graph shows the number of males and females in the workforce. As you can see the number of females in the workforce is surprisingly higher than males, this is because it's a new world of work for women with rising opportunities and equal job options. The regional percentage is showing that among SA the number of men employed in the work place is greater on a larger scale.

¹ Employment status | District Council of profile.id . 2014. Employment status | District Council of profile.id . [ONLINE] Available at: <http://profile.id.com.au/> 'employment-status. [Accessed 02 April 2014].

Figure- 14

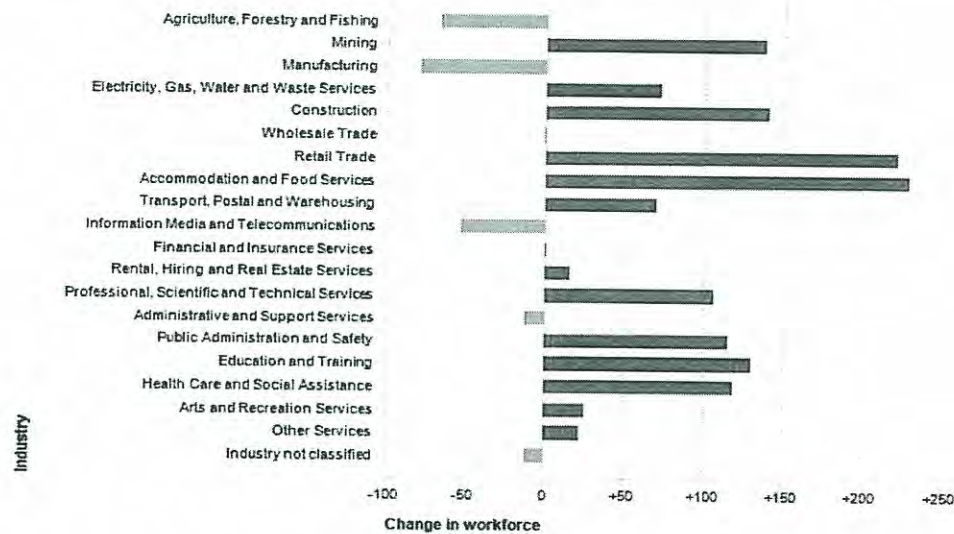


This graph is showing the different types of job sectors covering all the job opportunities. From the data collected the highest numbers of people are part of the growing retail trade at 1,641 people, followed by professionals and Managers. The patterns from the data are all different and changing every year. The lowest number of people employed with 916 people in the education and training industry. I believe this is because more people are more interested in other industry's like retail and professions more than teaching.

Figure 15- individual income²

Change in employment (Census) by industry sector, 2006 to 2011

District Council of



³This graph shows the jobs held by the workforce in District Council of in 2011 shows the three most popular industry sectors were:

- Retail Trade (1,647 people or 18.0%)
- Health Care and Social Assistance (1,066 people or 11.6%)
- Education and Training (880 people or 9.6%)

In combination these three industries employed 3,593 people in total or 39.2% of the total workforce. In comparison, South Australia employed 11.4% in Retail Trade; 13.8% in Health Care and Social Assistance; and 8.1% in Education and Training.

The major differences between the jobs held by the workforce of the District Council of and South Australia were:

A larger population of people employed in Retail Trade (18.0% compared to 11.4%), A larger percentage of people employed in Accommodation and Food Services (8.5% compared to 6.3%), A smaller percentage of people employed in Public Administration and Safety (4.6% compared to 7.2%) And smaller percentage of people employed in Health Care and Social Assistance (11.6% compared to 13.8%).

² Employment by industry | District Council of | economy.id. 2014. Employment by industry | District Council of | economy.id. [ONLINE] Available at: <http://economy.id.com.au/> /Employment-census. [Accessed 09 April 2014].

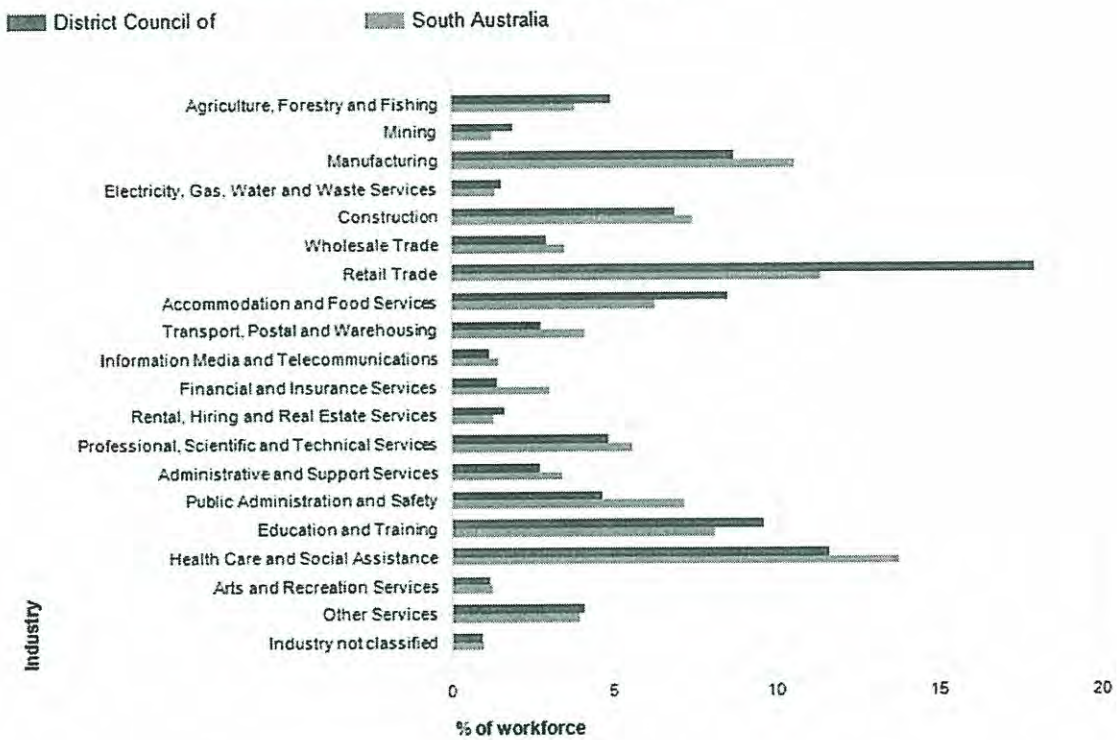
³ Industry sector definitions | District Council of | economy.id. 2014. Industry sector definitions | District Council of | economy.id. [ONLINE] Available at: <http://economy.id.com.au/> /industry-sector-definitions. [Accessed 30 April 2014].

Comparing patterns to South Australia

As there are a number of different job sectors in [redacted] and the whole of South Australia I will explain and compare the results to each other. Retail is the most common found from visiting on [redacted] Street according to collected information, sectors including hospitality, Banks, Real Estates, Boutiques, and lots more. But on [redacted] road there where different types of shops they had more workshops and larger work areas, with businesses like such as [redacted] Hire, J [redacted] S: [redacted] R [redacted] and H [redacted].

Figure 16: the Employment rate by industry sector (20011)

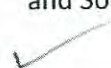
Employment (Census) by industry sector, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011
Compiled and presented in economy.id by .id, the population experts




This graph compares [redacted] and South Australia's different work industries. With [redacted] population the most common industries are work in retail, health care and social assistance and manufacturing, but South Australia on the larger scale the popular jobs are health care, retail and construction. The two are very simile because of people s interest and likes leading to the increase of numbers in both [redacted] and South Australia.



Conclusion

Through the collection of information I have discovered that there are lots of different work opportunities to choose from in the local area. is rich in a variety of different work sectors and environments. I believe this assignment has impacted my decision to explore the different types of work both and South Australia has to offer. As discussed the two different areas are both very different with what they offer to the community, such as each area has a reason for their placement and what they supply to the community. and South Australia's different industry sectors was interesting with the most popular being retail, health care and social assistance and manufacturing being the most common jobs in both situations. Overall after comparing between and South Australia the employment of people, job sectors and types of shops in the different locations was needed for supporting the assignment by including graphs and data collected.



Bibliography

Employment status | District Council of [redacted] | profile.id . 2014. Employment status | District Council of [redacted] | profile.id . [ONLINE] Available at: [http://profile.id.com.au/\[redacted\]/employment-status](http://profile.id.com.au/[redacted]/employment-status). [Accessed 02 April 2014].

Employment by industry | District Council of [redacted] | economy.id. 2014.
Employment by industry | District Council of [redacted] | economy.id. [ONLINE]
Available at: [http://economy.id.com.au/\[redacted\]/Employment-census](http://economy.id.com.au/[redacted]/Employment-census). [Accessed 09 April 2014].

Industry sector definitions | District Council of [redacted] | economy.id. 2014. Industry sector definitions | District Council of [redacted] | economy.id. [ONLINE] Available at: [http://economy.id.com.au/\[redacted\]/industry-sector-definitions](http://economy.id.com.au/[redacted]/industry-sector-definitions). [Accessed 30 April 2014].

STAGE 2 WORKPLACE PRACTICES ASSESSMENT TYPE 1: FOLIO

Employment Options

Assessment Type	Learning Requirements	Assessment Design Criteria
Folio	<p>Learning Requirements:</p> <ol style="list-style-type: none"> 2. Analyse the relationships between work-related issues and practices in workplaces 4. Investigate the dynamic nature of work-related and workplace issues, cultures, and/or environments locally, nationally, and/or globally 5. Demonstrate and apply generic work skills and where relevant, industry knowledge and skills, in a workplace and/or work related context 6. Reflect on and evaluate learning experiences in/about the workplace. 	<p>Assessment Design Criteria:</p> <p>Knowledge and Understanding</p> <p>The specific features are as follows:</p> <p>KU1 Understanding of knowledge, skills, and competencies appropriate to the relevant industry (i.e. the industry in which the student undertakes vocational learning and/or VET units of competency).</p> <p>KU2 Understanding and explanation of concepts and issues related to industry and work.</p> <p>Investigation and Analysis</p> <p>The specific features are as follows:</p> <p>IA1 Analysis of the relationships between work-related issues, tasks, and/or practices in the workplace.</p> <p>IA2 Investigation of the dynamic nature of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p> <p>Reflection and Evaluation</p> <p>The specific feature is as follows:</p> <p>RE1 Reflection on and evaluation of learning experiences in/about an industry, and self-evaluation.</p>

Task Objective

The aim of this assessment is to develop skills associated with looking for employment, presenting yourself in a positive manner through the written application process, interview techniques and reflecting upon your performance.

Your task is to:

1) Investigate employment options

- Decide on an employment area of your choice and state why you have chosen it
- Investigate possible jobs that you might undertake in this employment area and write them in a list
- Using the internet, newspapers and other sources collect five jobs that you might like to apply for and stick them in your portfolio folder
- Outline the key skills and qualifications that these jobs require
- Choose one of the jobs

2) Create an application letter and resume for your chosen job

3) Undertake an interview for the job

4) Reflect upon the ease of finding a relevant job to apply for.

- What were the high and low points?
- Did you find the task easy?
- How did you perform in the interview?

Assessment conditions

You have five weeks to complete this assessment. The information that you present will be presented in a portfolio showing your investigative work, letter of application, resume and preparation for the interview and a reflection of the overall task.

The interview that you participate in will be recorded as evidence.

Remember to keep a record of the information that you have looked at. This can be recorded on CiteAce to enable you to create a bibliography.

For this assessment type, you will provide evidence of your learning primarily in relation to the following assessment design criteria:

- knowledge and understanding
- investigation and analysis
- reflection and evaluation.

Interviews will be arranged by your teacher.

See Moodle page for deadline date.

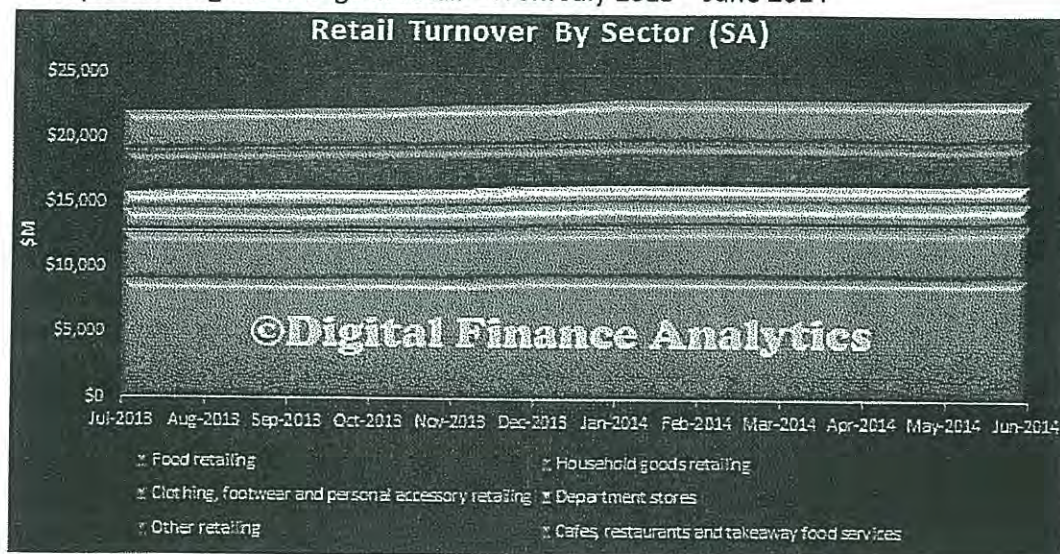
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Retail

A retail job involves providing goods and services to customers and consumers. The retail industry has become very popular with thousands of people employed in many different types of work. With the growing number of people consuming more and more retail has gained a large growing number of buyers, the last figure showed that retail sales increased by 6.2 per cent over the past 12 months this change is evidence of the retail industry growth. ✓

Graph showing the change in retail – From July 2013 – June 2014



¹The latest ABS Retail Trade figures show that Australian retail turnover rose 0.6 per cent in June 2014, seasonally adjusted, following a fall of 0.3 per cent in May 2014. Turnover rose in household good retailing (1.7 per cent), food retailing (0.5 per cent), other retailing (0.9 per cent) and clothing, footwear and personal accessory retailing (1.4 per cent). These rises were partially offset by falls in cafes, restaurant and takeaway food services (-0.6 per cent) and department stores (-0.5 per cent).

With the chosen 5 being:

- B
- V
- J
- R
- Store Manager
- K – I have chosen to apply to K. because I believe the company is successful and the staff are friendly and helpful.

Key and Qualifications:

- Organisation skills, good communication skills, work experience, have your licence etc. ✓

¹ Retail Turnover Up In June – ABS - DFA Blog. 2014. Retail Turnover Up In June – ABS - DFA Blog. [ONLINE] Available at: <http://www.digitalfinanceanalytics.com>. [Accessed 01 September 2014].

GIGS AT B

POSITIONS CURRENTLY UP FOR GRABS

ASSISTANT MANAGER

We're looking for a strong Assistant Manager to lead & motivate a team at our store!

[VIEW JOB >](#)

8.05.14

B are looking for a store manager located in

- Prior management experience in retail or hospitality (Store Manager/2IC)
- Experience achieving sales targets, KPI's and maximising profit
- Passionate about training and developing team members
- Focused on achieving excellence and is not prepared to accept mediocrity
- Leads by example and isn't afraid to get their hands dirty
- Has the ability to inspire and motivate their team
- The company's advertising language and opportunities –
- Kick start your career
- Work at a flagship store
- Be a part of something that is really exciting

What are they looking for?

- They are looking for someone who is fun and experienced in the work area.
- This language grabbed my attention and had me interested to find out more.

About V

The Company

About the job

Retail Sales Representative

Sales Consultant Part Time /

The Role:

SalesConsultant- PartTimeHours (12+ hrs pw)

As a Sales Consultant, you will be part of a high performance team charged with delivering excellent customer service within our bustling retail environment. Your key responsibilities include but are not limited to:

- Attaining Sales Targets & Revenue Streams
- Provision of quality customer service and timely customer solutions
- Compliance with Virgin standards for merchandising and store presentation
- Cash handling
- Open and Close procedures

We are looking for highly motivated and energetic individuals who can demonstrate:

- Strong Sales experience within a fast paced, dynamic retail environment
- Superior customer service skills
- Telecommunication experience preferred but not essential
- IT Savvy and a passion for the latest technology
- Exceptional written and verbal communication skills
- The ability to multi-task and prioritise
- Flexibility to work on a 7 day roster workflow
- Will be required work in different stores when required

Explaining what the job is about and what it offers for their customers

About Us

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Job Summary

Job Category:
Retail

Occupations:
General/Other: Retail

Employment Type:
Part Time Permanent

Location:
Oaklands Park, SA 5046

What the employees are looking for and expect from you when applying

The advertisement for V mobile was asking for someone interested in being a retail sales representative. Offering 12 hrs of work a week part time

Needed skills:

- Attending sales targets and revenue streams
- Providing quality customer service skills and know how to resolve situations
- Cash handling – open and close procedures

work at k

Expression of Interest - K Australia Store Managers

Job no: Apply now
 Work type: Full time
 Location: Australia Wide
 Categories: Stores - Management

If you've been to a K store lately you would notice that we've changed.... our stores are cleaner and brighter, we have great product at affordable prices and our team members are focused on providing exceptional customer service. In 5 years we have turned the business around and in 2013 we became the most successful department store retailer in Australia!

Our Store Managers have been integral in supporting and promoting these changes and we are searching for more high performing individuals with strong leadership and management capabilities to join our team and continue to drive this change.

8.05.14

If you have the following skills and experience, we want to hear from you:

- Previous store management experience within a large scale / high volume retail environment
- Strong leadership and relationship building skills
- A solid understanding of the retail industry
- Demonstrated experience in driving sales and building customer loyalty
- A track record influencing and negotiating with key decision makers

They offer to their staff -

²Our team members enjoy an open and friendly working environment, where the leadership approach is passionate, honest and encouraging. You will be rewarded with a competitive remuneration package including an attractive incentive scheme, training and development opportunities and staff benefits. ✓

² - Details - Expression of Interest - Australia Store Managers. 2014. - Details - Expression of Interest - Australia Store Managers. [ONLINE] Available at: <http://careers.k.com.au/caw/en/job/500722/expression-of-interest-australia-store-managers>. [Accessed 01 September 2014].



Concession Store Manager - International High End Retailer

Extremely successful international high-end retailer launching its first concession in [redacted] needs a concession manager with style, elegance and a hint of mischief!

Luxury intimate apparel at its best! Join this fabulous high end international retail empire and learn to appreciate the finer things in life!

This management role will have you hold full responsibility for your concession operations and leading a sizeable team. You will need to be exceptional in people management, sales, customer service, relationship management and have a passionate business mind towards growth.

Key responsibilities:

- Retail store operations and management of a highly skilled sales team
- Achieving store sales targets through effective people management and personal sales
- Recruitment, training and development of team; key focus to develop for future succession planning

To be successful for this role you will have:

- Strong fashion retail management experience preferably at Store Manager level
- Proven leadership and team building capabilities
- Experience in luxury environment or within a mid-high retail environment
- A highly driven and motivated persona
- Excellent communication and networking skills
- Style and a love of fashion
- Strategic and visionary thinking
- This is a fantastic opportunity for a fashion conscious, career driven manager who is looking for a role to prove themselves in! The potential for growth is endless due to an extension plan Australia wide and Internationally.

Would you like to know more?

Call [redacted] or a confidential chat.

Beautiful, luxurious product!

Amazing culture & international team!

Be part of an exciting, expanding business with room for growth!

Explaining what the job involves and what the product is. Also the role you will hold and the responsibilities involved

The key responsibilities:

All of the following responsibilities are required in applying for this job this job

To be successful in this role:

All this listed are required.

- Strong fashion retail management
- Team building capabilities
- Excellent communication skills
- Have a love for fashion

8.05.14

<http://mycareer.com.au>

J [redacted] are looking for a store manager advertising high end retailer



Retail Sales Assistant

- Full Time Position
- Central Location
- Some experience required

The type of work the position is offering

A great opportunity has come up for a Retail Sales Assistant at our client's store based in

Join a leading team:

Our client sells the a variety of top quality sport and street wear. They have a great team dynamic and are looking for someone with a positive 'can do' attitude to join them.

Here's what you will be doing:

You will be responsible promoting and selling on the shop floor to customer daily. Your role will involve some administrative duties as required and will require you to be punctual and motivated.

Duties will include:

- Serving customers and assisting them with any queries
- Handling cash and eft sales
- Some administration duties
- Restocking and ensuring the shop is always clean and tidy

Duties required:

- Serving customers
- Handling cash
- Some administration duties
- Ensuring everything is kept tidy

Experience and skills required:

- Experience in a similar role
- Great written and verbal communication skills
- Time management skills
- The ability to work well as part of a team

Experience and skills required:

- Great written and communication skills
- Time management
- The ability to work as a team
- Experience in the role

What you need for success:

Our client is looking for an honest, reliable and well presented person. The role will require some weekend work as well as Thursdays for late night shopping, so you will need to be flexible.

8.05.14

<http://mycareer.com.au>

A. B

Tel: SA

@gmail.com

29/3/2014

Ms. C.

Store Manager

Ki

South Australia 5251

Dear Ms. .

I am writing in a response to your advertisements around the advertising checkout assistant. I am aware of the job the duties and experiences as I have worked in this type of environment before. I am looking for checkout work mostly operating the tills and working with money.

With my knowledge and skills about working in this type of environment I believe I have the potentials for learning new things and communicating with customers. I am interested in this job because I believe Ki will prepare me for the workplace. As I have already worked in the retail industry I am aware of what is expected of me during my time at work.

I am aware that Ki is a successful global company with high expectations when it comes to customer satisfaction. I believe that this job will provide me with the opportunity to use my skills and knowledge in this environment.

Please find enclosed my resume for your consideration. I look forward to discussing my application with you at your convenience.

Yours sincerely

A B

A

B

Street,

Telephone:

Mobile:

South Australia 5

Email:

@gmail.com

Career objective

I am seeking the opportunity to explore my skills, knowledge and experience in the retail industry. Enabling me to use my customer service skills and good organisation within a representable retail company.

Qualifications

Education and training

Present education: year 12,

Currently completing: Certificate 3 in tourism

Awards and experience in the industry

- 2009 – Best direction
- 2010 – Sales assistant – time care products for . Business owner helping to sell a range of health and early learning products at various markets locally and occasionally interstate. Setting up and packing up stall

Skills, experience and personal attributes

Team and leadership skills

I have outstanding team and leadership skills. Whilst at school, I have participated in a number of team sports and projects where I worked within a team and contributed ideas towards the direction that should be taken. My ability to lead and effectively work as a team member was reflected in being awarded sports captain in 2009. This has enabled me to further develop my team spirit and understanding.

Communication skills

As I have worked in the retail industry once before I have great communication skills and believe I am friendly and an approachable person. My ability to listen to customers and effectively direct them towards what they are looking for has led me to satisfying customers. I am confident and will voice opinion if something isn't right.

Energy, enthusiasm and initiative

I am always open to learning new things and helping people. This has reflected through working at best direction and being in a school environment.

Employment History

B

My role at b was the responsibility of attending to customers and using the till when serving them.

Key achievements

- Maintaining a high level of fitness
- Worked within a team
- Certificate 1 in animal studies
- Work experience in a dog grooming shop (Dogs Are Us)

Extracurricular activities/ interests and hobbies

I am an active energetic individual with background knowledge about the workforce. By participating in school sports I have better knowledge about team work and organisation. I have an interest in fashion and design and hope to make a career out of it.

References -

J

T

Mobile:

Mrs M:

Tel:

S

Tel:

Employment Options reflection

I am interested in the retail industry because I have an interest for selling and advertising, the job that came to my interest was K because of their high status and success around Australia. I believe K is a good place to build up from and develop on my skills and knowledge. I found it easy to find suitable jobs because the retail job is so easy to find and are advertised regally.

I became aware about this job through the internet and through friends I knew that work at K in . I applied online and any questions I had it was easy to ask my friends with the work experience. I chose to search for through the internet because I knew it was reliable and the information would be updated constantly.

While writing my cover letter the key things I considered where making sure I included everything about myself that would stand out and catch the employer's attention. I included information about my previous employment and work experience, a summary about myself and what I have achieved in the previous years.

I think that I did the best cover letter that I possibly could because I included everything I should have, including my qualifications, Skills, experience and personal attributes, Communication skills and Key achievements.

Writing my resume I considered a number of requirements I believe would be suitable for this job, they include my Career objective and old work experience references.

I prepared for the interview by writing and answering similar questions that I knew would be asked during the interview, for example questions like where I see myself in 5 years, what I plan to do in the future and if I'm a team player etc. after I answered these questions I knew I was ready for the real interview, and this also helped me with what to expect during the interview.

I believe that my interview was successful and that I answered all the questions in full detail. Trying to incorporate as much information and facts about myself as much as I possibly could.

While writing my resume the key points I included was information about my education, hobbies and interests, achievements and work experience. Including this information gives the employer an idea of what kind of person I am and what I have achieved over the years involving education and other work. I believe that my current resume is up to a high standard because of what it contains and includes all the relevant requirements the employer is looking for.

To prepare for the interview I wrote myself some questions to answer and practiced them in my head so that I knew what to say when the interview time came. By doing this I was less nervous and stressed about the interview and was able to display confidence when asked questions. Going into the interview I was feeling good.

Overall I believe that the interview was successful and I tried my best to answer all questions in detail, discuss and explain all that was needed. The communication went well in the interview and I felt computable and prepared throughout the whole interview. The only thing I think I could have improved on was displaying a little more confidence during the question asking.

If this was a real interview what I would do different, I would have dressed professionally I wouldn't be in my school clothes. Would have practiced my questions a little more and gone through both my cover letter and resume.

STAGE 2 WORKPLACE PRACTICES
ASSESSMENT TYPE 1: FOLIO
The Changing Nature of Work

Folio	Learning Requirements	Assessment Design Criteria
	<ol style="list-style-type: none"> 1. Understand and explain concepts of industry and work 2. Analyse the relationships between work-related issues and practices in workplaces 3. Demonstrate knowledge of the roles of individuals, government legislation and policies, unions, and employer groups in work-related and workplace issues 4. Investigate the dynamic nature of work-related and workplace issues, cultures, and/or environments locally, nationally, and/or globally 6. Reflect on and evaluate learning experiences in/about the workplace. 	<p>Knowledge and Understanding</p> <p>The specific features are as follows:</p> <p>KU1 Understanding of knowledge, skills, and competencies appropriate to the relevant industry (i.e. the industry in which the student undertakes vocational learning and/or VET units of competency).</p> <p>KU2 Understanding and explanation of concepts and issues related to industry and work.</p> <p>Investigation and Analysis</p> <p>The specific features are as follows:</p> <p>IA1 Analysis of the relationships between work-related issues, tasks, and/or practices in the workplace.</p> <p>IA2 Investigation of the dynamic nature of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p> <p>Reflection and Evaluation</p> <p>The specific feature is as follows:</p> <p>RE1 Reflection on and evaluation of learning experiences in/about an industry, and self-evaluation.</p>

Purpose

This task enables you to demonstrate your knowledge and understanding of industry and work by investigating and reflecting on the changing nature of work in your chosen industry area.

Task Outline

1. Prepare a report about the work patterns in your chosen industry area or one that interests you.
2. Your report should include investigation and analysis of the factors that have influenced changes to conditions in the workplace within this industry.
3. Conclude with your thoughts on how you see your working future in this industry area.

Key Findings for your Report

In formulating your report consider the following with respect to your chosen industry area:

- ways in which people participate – full time, part time, casual, volunteer
- employee participation – males and females, age of workers, cultural background
- the role of OHS & W in the workplace
- impact of technology
- educational requirements for working in this industry
- transferable skills developed by working in this industry

To support your investigation of the nature of work in your chosen industry, you may choose to interview people, search the internet, read newspapers, look through periodicals and books in the resource centre and your local library.

Assessment conditions

You have two weeks to complete this assessment. The report can be presented in a written (max 1000 words), oral or a multimodal form (max 6 mins).

Remember to keep a record of the information that you have looked at. This can be recorded on CiteAce to enable you to create a bibliography.

For this assessment type, you will provide evidence of your learning primarily in relation to the following assessment design criteria:

- knowledge and understanding
- investigation and analysis
- reflection and evaluation.

Refer to Moodle for deadline dates

Performance Standards for Stage 2 Workplace Practices

Assessment Type 1: Changing Nature of Work

Name: _____

	Knowledge and Understanding	Investigation and Analysis	Reflection and Evaluation
A	<p>KU1 Comprehensive understanding at an advanced level of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 Perceptive understanding and insightful explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Perceptive and well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Thorough, detailed, and well-informed investigation of the dynamic nature of a range of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Thorough and insightful reflection on a range of learning experiences in/about an industry, with in-depth self-evaluation.</p>
B	<p>KU1 Well-informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 Clear understanding and well-informed explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Well-informed analysis of the relationships between a range of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Detailed and informed investigation of the dynamic nature of a number of work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Detailed and considered reflection on a number of learning experiences in/about an industry, with some in-depth self-evaluation.</p>
C	<p>KU1 Informed understanding of knowledge, skills, and competencies appropriate to the relevant industry.</p> <p>KU2 General understanding and informed explanation of broad concepts and issues related to industry and work.</p>	<p>IA1 Informed analysis of the relationships between a number of work-related issues, tasks, and practices in the workplace.</p> <p>IA2 Informed investigation of the dynamic nature of some work-related and workplace issues, tasks, cultures, and/or environments locally, nationally, and/or globally.</p>	<p>RE1 Some considered reflection on learning experiences in/about an industry, with some self-evaluation.</p>
D	<p>KU1 Recognition of knowledge, skills, and/or competencies appropriate to the relevant industry.</p> <p>KU2 Some understanding and description of aspects of broad concepts and issues related to industry or work.</p>	<p>IA1 Description of the relationship between some aspects of work-related issues, tasks, or practices in the workplace.</p> <p>IA2 Attempted investigation of some aspects of the nature of work-related and/or workplace issues, tasks, cultures, or environments.</p>	<p>RE1 Some reflective description and attempted evaluation of learning experiences in/about an industry.</p>
E	<p>KU1 Limited recognition of knowledge, skills, or competencies appropriate to the relevant industry.</p> <p>KU2 Recall of some aspects of broad concepts or issues related to industry or work.</p>	<p>IA1 Identification and attempted description of one or more work-related issues.</p> <p>IA2 Emerging recognition of one or more aspects of the nature of work-related or workplace issues or environments.</p>	<p>RE1 Recall of some learning experiences in/about an industry.</p>

STAGE 2 WORKPLACE PRACTICES

ASSESSMENT TYPE 1: FOLIO

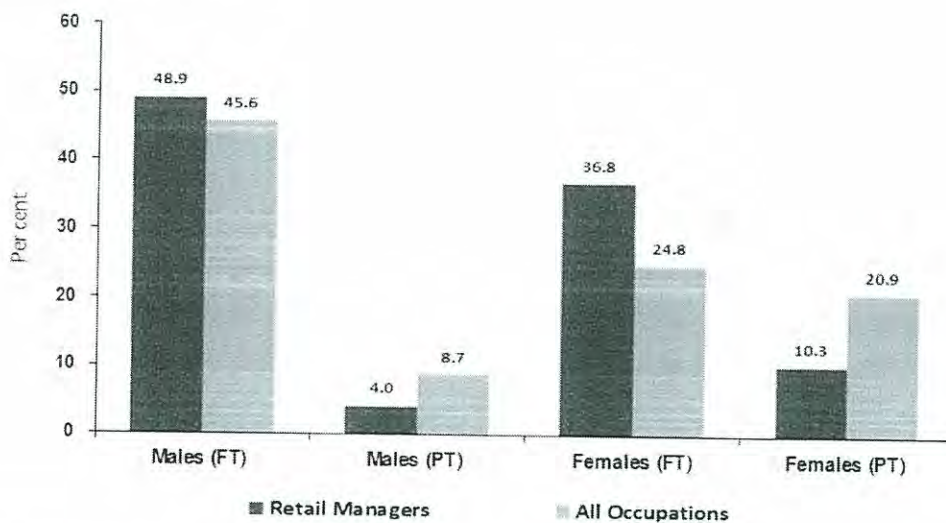
The Changing Nature of Work

This task enables you to demonstrate your knowledge and understanding of industry and work by investigating and reflecting on the changing nature of work in your chosen industry area.

I have chosen the retail industry because I have always wanted to work in this area, businesses that produce good and other items to the public. I'm interested in investigating what a retail manager does to contribute to the company, and recognising the technical changes and improvements made to this industry area. Also finding out the number of people employed in this type of work including age gender and whether there full time or part time, with this information there will be graphs to show data about my findings.

Industry area – Retail

Figure1 – graph to show the employment of females and males in the retail industry¹
Gender (per cent share)



The graph shows the share of employment (per cent) for males and females, employed full and part-time. Found from the, ABS Labour Force Survey, annual average 2012.

This graph is showing the number of males and females that work full time and part time. From this there are more males working full time with 48.9 compared to 36.8 of women full time. With part time the number are lower with only 4.0 males and 10.3 women, women have a slightly higher number this may be because of the other commitments they may have like putting family first.

¹ Retail Managers - Job Outlook . 2014. Retail Managers - Job Outlook . [ONLINE] Available at: <http://joboutlook.gov.au/occupation.aspx?search=alpha&tab=stats&cluster=&code=1421&graph=GE>. [Accessed 27 May 2014].

Figure 2 – graph shows the age percentage of people employed in the retail industry and there job roles²

Age Profile (per cent share)



This tally is showing the different ages of people that are employed in the retail management industry. The largest amount of people employed, are between the ages of 35-44. The age of 35-44 is the most popular because most people have been working or have worked in the particular industry so they have had the chance of opportunity to become a higher level of significance in the workplace, such as becoming retail manager.

With the ages of 15-19 the number is very low, this is because usually at this age people are just coming out of school of other education, meaning they don't have much experience in the industry and are still immature for such an important job.

OH&S Requirements -

With the important role of being a retail manager there are rules and laws you have to follow.

The following Codes of Practice have been operational in SA from 1 January 2013

Codes of Practice give detailed practical guidance on how to comply with requirements and obligations under work health and safety laws. They are used in addition to the Act and Regulations and should always be followed, unless there is another solution which achieves the same or a better standard of health and safety in your workplace.³

² Archivists, Curators and Records Managers - Job Outlook . 2014. Archivists, Curators and Records Managers - Job Outlook . [ONLINE] Available at: <http://joboutlook.gov.au/occupation.aspx?search=alpha&code=2242>. [Accessed 26 May 2014].

³ http://www.safework.sa.gov.au/show_page.jsp?id=112104#.U4cNDnKS4e

Recommended skills and education:

There are a variety of education options what it comes to studying retail management, Course/s proving knowledge and forming a batter understanding.

for example in some industry's such as fashion retail management, there are different ways you can go further in the workplace, either work their way up the chain of command at a retail store or earn a degree in retail management. The following table outlines common requirements to become a fashion retail manager:

Figure 3 – This table shows the common education and skill requirements needed to become a retail manger⁴

	Common Requirements
Degree Level	No degree is required, but an associate's or bachelor's may improve career outlook*
Degree Field	Management, business or related field*
Experience	3-5 years of retail work experience**
Key Skills	Customer service skills, people skills, persistence, selling skills*, problem solving skills, management skills***
Computer Skills	Ability to use calendar and scheduling software, gift registry software, time card software, retail software, time accounting software***

Below shows possible steps that a person can take to action when in the fashion retail management industry -

Step by step:

1. Gain Work Experience

In most cases, work experience is more important than an educational background. Fashion retail managers are generally expected to have worked in a fashion retail establishment where they have experienced customer service, merchandising and management skills. Most companies required applicants to have at least 3-5 years of retail and/or customer service experience.

2. Consider Earning a Degree

a college degree may also be preferred or required by some employers. Potential fashion retail managers can seek a degree in business, fashion management or a comparable discipline. Any courses related to accounting, marketing or sales can be beneficial.

3. Complete Training

⁴ http://www.safework.sa.gov.au/show_page.jsp?id=112104#.U4cnKw4e

Make sure training has been completed for the employer's interest.

The impact technology has had on retail industry –

The retail industry is undergoing significant changes when it comes to technology, the technological advances achieved in the past few decades have brought about a revolution in the business world. People can reach others throughout the world in a matter of seconds, with cost being increasingly negligible. Employees don't need to be physically with their co-workers, instead they can communicate effectively at home, at a distant office, across the world, and even in their car or on an airplane. This change in technology has a positive impact on the convenience and time saving actions.

Figure 4 – shows the technologies in today's modern society, all used in the retail industry today:

Technologies used in the retail industry –
All of the following listed are all used by a retail worker and makes the job easier and saves time
Checkout:
Mobile telephones:
Labellers:
PDTs:
Computers:
Stocktake:

The technology improvements have impacted the retail industry with a number of technologies including mobile phones, iPod's, iPhones, computers all changes the nature of work, there to make the job easier. All of the listed technologies can have a positive and negative impact on people and the working environment.

Figure 5 – shows the employability skills needed to be a retail manager:

The employability skills needed to be a retail manager
Communication skills: In any job communication skills are vital to be successful and develop strong relationships and understanding for your co workers
Teamwork skills: These skills are needed because you will be working in a team environment so working as a team and working together is something you need to be compatible with
Problem solving skills: You need good problem solving skills

because issues may occur in the workplace that need to be solved

Conclusion

Through my research I have built knowledge about the retail environment and all the skill, education and statistics about working in the retail management industry. With the knowledge I have gained I believe working in the retail industry could be an option for the future. I have always had an interest in working in retail but management is becoming a main focus for the future work.



Reference

How to Become a Fashion Retail Manager. 2014. How to Become a Fashion Retail Manager. [ONLINE] Available at: http://education-portal.com/articles/How_to_Become_a_Fashion_Retail_Manager.html. [Accessed 02 June 2014].

Archivists, Curators and Records Managers - Job Outlook . 2014. Archivists, Curators and Records Managers - Job Outlook . [ONLINE] Available at: <http://joboutlook.gov.au/occupation.aspx?search=alpha&code=2242>. [Accessed 26 May 2014].

Work Health and Safety Laws :: SafeWork SA. 2014. Work Health and Safety Laws :: SafeWork SA. [ONLINE] Available at: http://www.safework.sa.gov.au/show_page.jsp?id=112104#.U4cNDnKSw4e. [Accessed 12 August 2014].

STAGE 2 WORKPLACE PRACTICES

ASSESSMENT TYPE 1: FOLIO

Industry Focus: Retail

This student undertook 3 tasks for the Folio Assessment Type: Work in Australian Society, The Changing nature of Work and Finding Employment

Assessment Design Criteria	Comments
KU1	Well informed understanding of knowledge, skills and competencies across all 3 tasks. There was a clearly articulated understanding of how work is shaped by where we live and also by advances in technology and other factors. Some effective knowledge and understanding of the process required to apply for and successfully win a job was also evident throughout. Overall, the student work was generally comprehensive with some well-informed understanding.
KU2	Clear understanding of business placement and explanation of issues such as location of retail and manufacturing businesses in this local area for Work in Australian Society. For the Changing nature of Work the student was able to explain in a clear and well informed manner how technology has changed the retail industry and some other broad concepts related to work in this industry without being comprehensive or perceptive.
A1	
A2	
A3	
IA1	There was some informed analysis, particularly in the Work in Australian Society task, such as in the attempts to explore the meaning behind a series of employment graphs. There was some well-informed analysis of the processes undertaken to apply for and win a job in Finding Employment; however, overall analysis was sometimes informed, but often descriptive for the Changing Nature of Work task.
IA2	The student has investigated thoroughly throughout all three pieces in a detailed and informed manner. In the Work in Australian Society task there was evidence of thorough, detailed and well-informed investigation that went into their initial research.
RE1	The reflection and evaluation was limited to a few broad-brush statements for Work in Australian Society and the Changing Nature of Work tasks. However, in the Finding Employment task, the student was able to demonstrate an occasionally detailed and considered reflection on their learning, with limited self-evaluation to support their experiences.

OVERALL GRADE: B

Overall the student's work was generally well-informed with mostly clearly understanding of work in their chosen industry. At times, answers to the question provided were not always in a manner that met all of the performance standards to a consistent level.