

skills NOW - September 2010

1 BSB07 Certificates in Business

BSB 20107 Certificate II in Business

Contents

SNB201	Business fundamentals	*
BSBOHS201A	Participate in OHS processes	C
BSBIND201A	Work effectively in a business environment	E
BSBCMM201A	Communicate in the workplace	E
BSBWOR203A	Work effectively with others	E
BSBINM201A	Process and maintain workplace information	E
BSBCUS201A	Deliver a service to customers	E
BSBWOR204A	Use business technology	E
SIRXCLM001A	Organise and maintain work areas	E
BSBINM202A	Handle mail	E
BSBWOR202A	Organise and complete daily work activities	E
FNSICGEN305A	Maintain daily financial/business records	E
BSBINN201A	Contribute to workplace innovation	E
BSBSUS201A	Participate in environmentally sustainable work practices	E
SNB202	Success in business	*

13 units supplied, 12 units required

Supplementary units – not BSB07 - Business fundamentals, Success in business

Format

SN 5 Step format

Both core and elective units in two books:

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Activities & Assessments Steps 3 & 4

Prices

SNB201	Book 1: Business II Notes	\$30 inc GST
SNB202	Book 2: Business II Activities	\$35 inc GST
SNB203	Business II 2 pce Kit	\$65 inc GST

Order as kits or individual titles

BSB 30107 Certificate III in Business

Contents

BSBOHS201A	Participate in OHS processes	C
BSBCUS301A	Deliver and monitor a service to customers	E
BSBPRO301A	Recommend products and services	E
BSBCMM301A	Process customer complaints	E
BSBINM301A	Organise workplace information	E
BSBDIV301A	Work effectively with diversity	E
BSBWRT301A	Write simple documents	E
BSBPUR301B	Purchase goods and services	E
BSBFIA301A	Maintain financial records	E
BSBADM311A	Maintain business resources	E
BSBINN301A	Promote innovation in a team environment	E
BSBWOR301A	Organise personal work priorities and development	E
	Glossary of Business & Management Terms	

12 units supplied, 12 units required

Format

SN 5 Step format

Both core and elective units in two books:

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Tasks, Activities & Assessments Steps 3 to 5

Prices

SNB301	Book 1: Business III Notes	\$30 inc GST
SNB302	Book 2: Business III Activities	\$35 inc GST
SNB303	Business III 2 Book Kit	\$65 inc GST

Order as kits or individual titles

BSB 40607 Certificate IV in Business - Sales Contents

BSBOHS407A	Monitor a safe workplace	C
BSBPRO401A	Develop product knowledge	E
BSBCUS402A	Address customer needs	E
BSBSLS501A	Develop a sales plan	E
BSBMKG414A	Undertake marketing activities	E
BSBREL401A	Establish networks	E
BSBMKG413A	Promote products and services	E
BSBSLS402A	Identify sales prospects	E
BSBSLS403A	Present a sales solution	E
BSBCMM401A	Make a presentation	E
BSBSLS404A	Secure prospect commitment	E
BSBSLS405A	Support post-sale activities	E
BSBSLS406A	Self-manage sales performance	E

13 units supplied, 10 units required – some smaller, related units are combined.

Problem solvers for each unit of competency enclosed.

Format

SN 5 Step format

Both core and elective units in two books:

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Activities & Assessments Steps 3 & 4

Prices

SNB401S	Book 1: Business IV Sales Notes	\$35 inc GST
SNB402S	Book 2: Business IV Sales Activities	\$35 inc GST
SNB403S	Business IV 2 Book Kit	\$70 inc GST

Order as kits or individual titles

2. SIR07 Certificates in Community Pharmacy

SIR20107 Community Pharmacy Certificate II

Contents

This Certificate is in two parts – retail units and pharmacy units.

Retail units

CP01	Introduction to pharmacy	*
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXIND001A	Sell products and services	C
SIRXMER001A	Merchandise products	C
SIRXICT001A	Operate retail technology	E
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXFIN001A	Balance a point of sale terminal	E
SIRXINV001A	Perform stock control procedures	C
SIRXSLS001A	Minimise theft	C
	Success in pharmacy	*

*Supplementary units – not SIR07 - Introduction to pharmacy, Success in pharmacy

Pharmacy units

SIRPDIS001A	Accept prescriptions & deliver medicine	C
SIRPPKS001A	Support sale of pharmacy medicines	C
SIRPPKS002A	Identify, locate & sell allergy relief	C
SIRPPKS003A	Identify, locate & sell analgesics	C
SIRPPKS005A	Identify, locate & sell cough & cold	C
SIRPPKS006A	Identify, locate & sell eye, ear & oral	C
SIRPPKS007A	Identify, locate & sell gastro intestinal	C
SIRPPKS008A	Identify, locate & sell first aid & wound care	C
SIRPPKS009A	Identify, locate & sell skin & fungal	C
SIRPPKS004A	Identify, locate & sell baby & infant	E

19 core and 3 elective units required and supplied.

Format

SN 5 Step format

Retail core and elective units in two books:

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Activities & Assessments Steps 3 & 4

Pharmacy core and electives in a separate book which covers Steps 1 to 5

Prices

CP201	CP II Retail notes & activities	\$45 inc GST
CP203	CP II Pharm notes & activities	\$30 inc GST
CP204	CP II 2 Book kit	\$75 inc GST

3 SIR07 Certificates in Retail

SIR20207 Certificate II in Retail

All material is in the SN 5 Step format , but is available in two options. Apart from differences in unit selected, the material is identical.

Option A – Core & electives

This consists of one book for core units. Trainer selects electives book from General Retail, Fast Food and Bakery.

5S201 Retail Certificate II - Core units

Code	Unit	C/E
SN01	Retail fundamentals	*
SIRXIND001A	Work effectively in a retail environment	C
SIRXCOM001A	Communicate in the workplace	C
SIRXOHS001A	Apply safe working practices	C
SIRXCLM001A	Organise and maintain work areas	C
SIRXCCS002A	Interact with customers	C
SIRXICT001A	Operate retail technology	C
SIRXCCS001A	Apply point of sale handling procedures	C
SIRXINV001A	Perform stock control procedures	C
SIRXRSK001A	Minimise theft	C
SN02	What makes a successful retailer?	*

*Supplementary units to provide practical retail context.

5SE202 Retail Certificate II - Elective units - General retail

SIRXSLS001A	Sell products and services	E
SIRXSLS002A	Advise on products & services	E
BSBSLS301A	Develop product knowledge	E
SIRXMER001A	Merchandise products	E
SIRXINV002A	Maintain and order stock	E
SIRXFIN001A	Balance a point of sale terminal	E

5SE203 Retail Certificate II - Elective units - Fast food

SIRRFSA001A	Apply food safety practices	E
SIRXMER001A	Merchandise food products	E
SIRRMER003A	Prepare & display fast food items	E
SIRRRPK013A	Advise on fast foods products	E
SIRXFIN001A	Balance point of sale terminal	E
SIRRFSA002A	Monitor food safety program	E
BSBFRA301A	Work within a franchise	E

5SE204 Retail Certificate II - Elective units - Bakery

SIRRFSA001A	Apply food safety practices	E
SIRXMER001A	Merchandise food products	E
SIRRMER004A	Prepare & display bakery items	E
SIRRRPK004A	Advise on bakery products	E
SIRXFIN001A	Balance point of sale terminal	E
SIRRFSA002A	Monitor food safety program	E
BSBFRA301A	Work within a franchise	E

Option B – General Retail – Notebook & Workbook

5SEC5B This consists of the core units and elective general retail units combined. They are still in two books but instead of separate books for core and electives, these are in:

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Activities & Assessments covers Steps 3 to 5

Choice depends on trainer preference – do you prefer activities and assessment in a separate book? Content and pricing is identical.

Prices

5SC201	Retail Cert II Core	\$45 inc GST
5SE202	Retail Cert II Elect – General	\$35 inc GST
5SE203	Retail Cert II Elect - Fast food	\$30 inc GST
5SE204	Retail Cert II Elect - Bakery	\$30 inc GST
5R2TG	Retail II Trainer Guide*	\$30 inc GST

* No charge if accompanied by class order

Kits

KR2CEG	Retail Cert II Core & General	\$80 inc GST
KR2CFF	Retail Cert II Core & Fast Food	\$75 inc GST
KR2CB	Retail Cert II Core & Bakery	\$75 inc GST
5SEC5B	Retail II C & E Format B	\$80 inc GST

SIR30207 Retail Certificate III

5SC301 SIR30207 Retail Certificate III - Core units

Code	Unit	C/E
SIRXSLS004A	Build relationships with customers	C
SIRXCCS003A	Coordinate interaction with customers	C
SIRXOHS002A	Maintain store safety	C
SIRXRSK002A	Maintain store security	C
	Glossary of Retail Terms	*

4 units supplied plus Glossary (3 required). If both customer units are completed, the second unit counts as an elective.

5SE302 SIR30207 Retail Certificate III - Elective units

SIRXMPR001A	Profile a retail market	E
SIRXMPR008A	Implement advertising & promotion activities	E
SIRXMER005A	Create a display	E
SIRXMER002A	Coordinate merchandise presentation	E
SIRXSL003A	Coordinate sales performance	E
BSBCMN302A	Organise personal work priorities	E
BSBCMN304A	Contribute to personal skill development	E
SIRXMGT001A	Coordinate work teams	E
SIRXQUA001A	Develop innovative ideas at work	E

9 units supplied (7 required)

Format

SN 5 Steps - Two books – one for core, the other for electives

Pricing

5SC301	Retail Cert III Core	\$35 inc GST
5SE302	Retail Cert III Elective	\$35 inc. GST
K5SCE301	Retail Cert III C & E kit	\$70 inc. GST
5R3TG	Retail II Trainer Guide*	\$30 inc GST

* No charge if accompanied by class order

SIR40207 Retail Certificate IV

KR4CE SIR40207 Retail Certificate IV - Core & electives

Code	Unit	C/E
SIRXMGT003A	Lead and manage people	C
SIRXMER004A	Manage merchandise and store presentation	C
SIRXOHS003A	Provide a safe working environment	C
BSBMKG413A	Promote products & services	E
SIRXINV004A	Buy merchandise	E
SIRXINV007A	Plan inventory levels	E
SIRXFIN004A	Manage financial resources	E
BSBSBM404B	Undertake business planning	E
SIRXSLS005A	Manage sales and service delivery	E
SIRXCCM002A	Manage store facilities	E
	Glossary of Retail Terms	

10 units (10 required)

Format

SN 5 Steps

Book 1: Notes & Ideas covers Steps 1 & 2

Book 2: Activities & Assessments covers Steps 3 & 4

Pricing

5SC401	Retail Cert IV Notes	\$30 inc GST
5SE402	Retail Cert IV Activities	\$40 inc. GST
K5SCE401	Retail Cert IV C & E kit	\$70 inc. GST

skills NOW - Price List

September 2010

All prices include GST. All Trainer Guides \$30 each but for no charge if class orders for 6 trainees or more.

Note that the kits consist of the two books for each Certificate – if you order the two books and the kit you will double up.

1 BSB07 Certificates in Business

BSB 20107 Certificate II in Business			BSB 30107 Certificate III in Business		
SNB201	Cert II Business Notes	\$30	SNB301	Cert III Business Notes	\$30
SNB202	Cert II Business Activities	\$35	SNB302	Cert III Business Activities	\$35
SNB203	Cert II Business 2 pce Kit	\$65	SNB303	Cert III Business 2 pce Kit	\$65
SNB2TG	Cert II Business Trainer Guide	\$30	SNB3TG	Cert III Business Trainer Guide	\$30
SNB401S	Cert II Business Notes	\$35			
SNB402S	Cert II Business Activities	\$35			
SNB403S	Cert II Business 2 pce Kit	\$70			
SNB4TGS	Cert II Business Trainer Guide	\$30			

2. SIR07 Certificates in Community Pharmacy

SIR20107 Community Pharmacy Certificate II					
CP201	CP II Retail notes & activities	\$45	CP204 CP II 2 Book kit	\$75	
CP203	CP II Pharmacy notes & activities	\$30	SNCP2TG	Cert II CP Trainer Guide	\$20

3 SIR07 Certificates in Retail

SIR20207 Certificate II in Retail			SIR30207 Retail Certificate III		
5SC201	Retail Cert II Core	\$40	5SC301	Retail Cert III Core	\$35
5SE202	Retail Cert II Elect – General	\$35	5SE302	Retail Cert III Elective	\$35
5SE203	Retail Cert II Elect - Fast food	\$30	K5SCE301	Retail Cert III C & E kit	\$70
5SE204	Retail Cert II Elect - Bakery	\$30	5R3TG	Retail III Trainer Guide	\$30
5R2TG	Retail II Trainer Guide	\$30	SIR40207 Retail Certificate IV		
KR2CEG	Retail Cert II Core & General	\$75	5SC401	Retail Cert IV Notes	\$30
KR2CFF	Retail Cert II Core & Fast Food	\$70	5SE402	Retail Cert IV Activities	\$40
KR2CB	Retail Cert II Core & Bakery	\$70	K5SCE403	Retail Cert IV C & E kit	\$70
5SEC5B	Retail II C & E Format B	\$75	5R4TG	Retail IV Trainer Guide	\$30

How to order skills NOW

Trading terms

Stock dispatched within 5 working days of receipt – advise if more urgent
Service fee covers freight within Australia - up to 3 kits \$10, additional kits \$4 each.
Payment terms 15 days from date of invoice or by PayPal
All prices include GST

Using PayPal

PayPal enables you to order and pay for skills NOW product by Visa, Mastercard, American Express or bank debit card. The process is that on processing of the order, PayPal sends the details next to skills NOW and we send the stock to the customer.

PayPal is fine for small orders such as one or two books or samples (order by kit of two books where possible). For larger orders, place these directly on skills NOW rather than PayPal as this will probably save shipping costs as PayPal applies a separate shipping fee for each individual product and not on the total quantity ordered.

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e mail : orders@skillsnow.com.au or peter@skillsnow.com.au

Telephone: 03 5254 3129 0412 944 908

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Your details

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Deliver to:	Contact details:

Fax to 03 5254 3129

or send to

orders@skillsnow.com.au

All prices include GST. All Trainer Guides \$30 each but for no charge if class orders for 6 trainees or more.

1 BSB07 Certificates in Business

BSB 20107 Certificate II in Business

UNIT - KIT	PRICE INC GST	ORDER UNITS
SNB201 Cert II Business Notes	\$30	
SNB202 Cert II Business Activities	\$35	
SNB203 Cert II Business 2 pce Kit	\$65	
SNB2TG Cert II Business Trainer Guide	\$30	

BSB 30107 Certificate III in Business

SNB301 Cert III Business Notes	\$30	
SNB302 Cert III Business Activities	\$35	
SNB303 Cert III Business 2 pce Kit	\$65	
SNB2TG Cert III Business Trainer Guide	\$30	
BSB 30107 Certificate III in Business		
SNB401S Cert II Business Notes	\$35	
SNB402S Cert II Business Activities	\$35	
SNB403S Cert II Business 2 pce Kit	\$70	
SNB4TGS Cert II Business Trainer Guide	\$30	

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2. SIR07 Certificates in Community Pharmacy

SIR20107 Community Pharmacy Certificate II

CP201 CP II Retail notes & activities	\$45	
CP203 CP II Pharmacy notes & activities	\$30	
CP204 CP II 2 Book kit	\$75	
SNCP2TG Cert II CP Trainer Guide	\$20	

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3 SIR07 Certificates in Retail

SIR20207 Certificate II in Retail

UNIT - KIT	PRICE INC GST	ORDER UNITS
5SC201 Retail Cert II Core	\$40	
5SE202 Retail Cert II Elect – General	\$35	
5SE203 Retail Cert II Elect - Fast food	\$30	
5SE204 Retail Cert II Elect - Bakery	\$30	
5R2TG Retail II Trainer Guide	\$30	
KR2CEG Retail Cert II Core & General	\$75	
KR2CFF Retail Cert II Core & Fast Food	\$70	
KR2CB Retail Cert II Core & Bakery	\$70	
5SEC5B Retail II C & E Format B	\$75	

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Your details

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Deliver to:	Contact details:

Fax to 03 5254 3129

or send to

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All prices include GST. All Trainer Guides \$30 each but for no charge if class orders for 6 trainees or more.

SIR30207 Retail Certificate III

UNIT - KIT	PRICE INC GST	ORDER UNITS
5SC301 Retail Cert III Core	\$35	
5SE302 Retail Cert III Elective	\$35	
K5SCE301 Retail Cert III C & E kit	\$70	
5R3TG Retail II Trainer Guide	\$30	

SIR40207 Retail Certificate IV

5SC401 Retail Cert IV Notes	\$30	
5SE402 Retail Cert IV Activities	\$40	
K5SCE403 Retail Cert IV C & E kit	\$70	
5R4TG Retail IV Trainer Guide	\$30	