

MAKING CAREER CHOICES

FACT SHEETS TO HELP YOU CHOOSE
THE RIGHT CAREER AND STUDY PATH



Small Business

Sales Assistant, Retail Manager, Sales Representative

Industry Description

Practitioners in this industry are involved in the operations and management of small business enterprises. This could include designing business plans, providing services to the public, marketing, analysing information, developing risk management procedures, managing finance, producing business related documents, managing staff and performing administrative duties.

Below are some of the particularly demanding requirements. Reasonable Adjustment may apply for individuals with specific support needs in industry training. The learner should have:

- the ability to read and understand complex written material such as legislation and tax documents
- the ability to deal with clients and give full attention, taking time to understand and ask questions as appropriate (active listening)
- the ability to manage the health and safety of others
- the ability to speak clearly and logically so others will understand (oral expression)
- the ability to take responsibility for own actions and decisions
- the ability to plan, organise and manage multi-step tasks
- the ability to handle and manage money and finances
- the ability to find solutions to complex problems
- the ability to prepare written documents such as reports, spreadsheets and business letters
- the ability to handle and control equipment and tools (manual dexterity)
- tolerance for working indoors and sitting for long periods of time.

Below are some of the important personal abilities that are required. The learner should have:

- good oral and written communication skills
- an aptitude for working with computers
- good time management skills

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- good problem solving skills
- the ability to work independently and as part of a team
- the ability to give detailed work instructions.

Workplace Health and Safety

All practitioners must understand their workplace health and safety obligations and safety requirements under the:

- *Work Health and Safety Act 2011* which imposes obligations on people at workplaces to ensure workplace health and safety.
- *Work Health and Safety Regulation 2011* that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- *Codes of Practice*, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All practitioners must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

Legislative or licensing issues

All practitioners must meet the qualification requirements set by industry standards.

Trade practitioners can complete a TradeBiz qualification which satisfies the business requirements of occupational licenses for both the Queensland Building and Construction Commission (QBCC) and Electrical Safety Office (ESO) in Queensland.

Resources and further information

For more information on duties, tasks and career and labour market information relating to Small Business, please refer to <http://joboutlook.gov.au>.

Industry information/professional associations

Australian Small Business and Family Enterprise Ombudsman: www.asbfeo.gov.au

Australian Government Business: www.business.gov.au

For career resources to help explore and plan careers, visit www.myfuture.edu.au.

This is intended to be used as a tool for career research, in conjunction with other resources. For specific course information, please refer to the TAFE Queensland website www.tafeqld.edu.au or ring 1300 308 233.



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