



City Beach - School Based Trainee Program - QLD

Why do City Beach offer School Based Traineeships?

At City Beach we value growth of our internal talent, ensuring that we create opportunities for young Australians and demonstrate our commitment to creating great Retail Careers.

Overview of the School Based Trainee (SBT) program

The School Based Trainee program is nationally recognized and overseen by the federal and state governments.

Below is a summary of Queensland Requirements.

- The student will be required to complete the program in approximately 12 months.
- Students must be in year 10 or year 11 – there are no restrictions on times of school year that student can commence.
- Students must complete 50 days, or 375 hours of paid work throughout the traineeship – this looks like one full day shift per week (typically 9am – 6pm), including school holidays.
- Students are provided with a Training Record Book, which must always be kept in the store.
- Supervisors, SBT's and the Registered Training Organisation (RTO) Trainer are required to sign off the Training Record Book at the completion of each unit of competency.
- This qualification contributes to the SBT's senior secondary studies and overall school certificate.

Our SBT's complete a BSB30120 Certificate III in Business throughout the course of their traineeship. Please refer to the below table for a breakdown of the required units:

Cluster One Support workplace safety by using critical thinking	Cluster Two Support personal wellbeing and sustainable work practices	Cluster Three Communicate effectively	Cluster Four Safety and securely	Cluster Five Manage Yourself	Cluster Six Maximise Sales
BSBCRT311 - Apply critical thinking skills in a team environment	BSBPEF201 – Support personal wellbeing in the workplace	BSBXCM301 – Engage in workplace communication	BSBTEC201 – Use business software applications.	BSBXTW301 – Work in a team.	SIRXPDK001- Advise on products and services
BSBWHS311 – Assist with maintaining workplace safety	BSBSUS211 – Participate in sustainable work practices	BSBTWK301– Use inclusive work practices.	BSBDAT201- Collect and record data.	SIRXRSK001- Identify and respond to security risks	SIRXSL001 – Sell to the retail customer.
			BSBPEF301 - Organise personal work priorities		

What are the benefits of choosing to work at City Beach?

- Our team members receive discounts on awesome product
- You will gain experience working with a diverse range of customers
- You could have the opportunity to work on weekends if you are interested
- There are many career opportunities at City Beach that you can take on after completing your traineeship, whether it be in our store network, our Head Office or at our Distribution Centre.

How do I register interest in the program?

You can apply for an SBT position at our **Pacific Fair Store on a Wednesday** by scanning the below QR Code or clicking on the link.

Before applying for the position, please speak to your School Careers Advisor and your legal guardians to ensure that you can comfortably commit to the traineeship on top of your current commitments.



<https://aus-secure.prd.mykronos.com/ta/6153451.careers?ShowJob=83964515>

Who do I contact for more information?

Please contact traineeships@citybeach.com.au to find out more information or speak to your School Careers Advisor.

City Beach School Based Trainee Position Profile

Your Team:	Retail	Reports to:	Store Manager	Location:	Stores
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What's your purpose and impact?

As a School Based Trainee at City Beach, you will have the opportunity to work under the guidance of an experienced store leadership team to gain the practical experience and skills needed to prepare you for a career in retail. As well as receiving on-the-job training by our store leadership teams, School Based Trainees will also be required to participate in vocational training that contributes towards a nationally recognised qualification.

In your role as a School Based Trainees, you will support our store team to deliver an exceptional and memorable experience for our customers through outstanding product knowledge, customer service and ability to offer solutions. You will also help to create a shoppable environment for our customers, keeping our shopfloor neat and tidy and ensuring that our stores are set up for promotions and sales and always stocked with the latest product.

What do you need to be able to do?

- Reinforce the customer centric nature of City Beach by providing a superior customer experience for each person who walks through our store.
- Contribute to all aspects of store operations including ensuring our stores are open and ready to be shopped by our customers, managing the movement of stock to reduce shrinkage and optimise sales, filing and tidying the shopfloor and getting the store set up for promotions and sales.
- Work with the store team to maintain high standards of store presentation including keeping our shopfloor and stock room neat and tidy.
- Demonstrate strong product knowledge and be able to research and describe product features and benefits.
- Recommend, select, and help locate product based on customer needs or desires.
- Support the store leadership team by assisting with the execution of assigned tasks in line with business and departmental expectations.
- Proactively keep up to date with Company policies and procedures, as well as any new initiatives and process improvements implemented in your store.
- Report any safety hazards or concerns to your management team immediately to ensure that City Beach is a safe place to work and shop.

What qualifications / experiences do you need?

- Students must be enrolled in either Year 10 or 11 and progressing towards the attainment of a senior school certificate or equivalent and/or a vocational qualification to commence a traineeship.
- Previous experience in a customer-service role desirable.
- A strong focus on delivering outstanding customer service.
- Be able to work in a fast-paced environment and multi-task to provide service for multiple customers.
- An energetic and enthusiastic approach to store operations and a personable approach with customers.

Essential Team Member behaviours

Team Player: We're all on the same team and running in the same direction. You're passionate about the retail space, and actively contribute and drive the team's purpose.

Customer Obsessed: You recognise that our customers are our biggest asset, and work tirelessly to provide the best people experience, so our people can create the best customer experience.

Solutions focussed: There are no problems, only puzzles. You can solve problems and make effective business decisions for the benefit of the business and our customers.

Respect: You value all City Beach team members, customers and property, and your language and actions reflect this.

Integrity: You treat others fairly, take responsibility for your actions and communicate openly and honestly as it relates to City Beach.

We are all responsible for Health, Safety and Wellbeing in the workplace, this includes all our team members, contractors, customers, and any other stakeholders we interact with.

This means that we:

- Perform work required activities in a manner that will not create risk
- Actively participate in health and safety meetings or training and awareness sessions as required
- Notify leaders of any dangers, hazards, or non-compliances