

Accreditation : This Module is a Nationally Accredited Course
Title : **SIRXICT001A – OPERATE RETAIL TECHNOLOGY**
Field Of Study : **INFORMATION TECHNOLOGY**

What is this course all about?

This unit encompasses the skill and knowledge required to operate and maintain a range of retail equipment, including point-of-sale systems, keyboards and data entry equipment according to manufacturer instructions, design specifications, store policy and designated time frames.

When you have finished this course you should be able to demonstrate your ability to:

Maintain retail equipment – SIRXICT001A/01

- ❑ Identify purpose of equipment used in store or department
- ❑ Operate equipment according to design specifications and safety requirements
- ❑ Identify equipment faults and report to relevant personnel
- ❑ Identify and apply maintenance program for retail equipment according to store policy and procedures

Apply keyboard skills - SIRXICT001A/02

- ❑ Operate keyboard using typing techniques within designated speed and accuracy requirements
- ❑ Enter and edit information accurately

Operate data entry equipment - SIRXICT001A/03

- ❑ Enter data using relevant equipment according to store policy and procedures
- ❑ Operate price marking equipment according to manufacturer instructions and store policy
- ❑ Enter data accurately and within designated time limits

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Administration / Operations

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Consistently applies store policies and procedures in regard to information technology systems including:-
 - resolution of system faults.
 - use and application of store credit and EFTPOS
 - reviewing and entering information on store system
 - follows requirements of relevant legislation and statutory requirements including consumer law and credit procedures
- ❑ Use and maintenance of hardware and software systems
- ❑ Solutions to problems/breakdowns
- ❑ Operation of equipment;
- ❑ Techniques for problem solving;
- ❑ Interpersonal communication skills;
- ❑ Processing, recording and documenting information;

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Consumer law.
- ❑ Credit procedures;
- ❑ Occupational health and safety / Relevant industry codes of practice;
- ❑ Store product and services range, including pricing structure;
- ❑ Software licensing specifications;

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support