

Accreditation : This Module is a Nationally Accredited Course
Title : **SIRXIND001A – WORK EFFECTIVELY IN A RETAIL ENVIRONMENT**
Field Of Study : **EMPLOYEE RELATIONS**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, and identifying the relevant award/agreement.

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

Act responsibly – SIRXIND001A/01

- ❑ Notification of shift availability, non-attendance for shift, given without undue delay and according to store policies and procedures.
- ❑ Staff rosters interpreted accurately.
- ❑ Recognise and describe organizational culture

Act in a non-discriminatory manner - SIRXIND001A/02

- ❑ Non-discriminatory attitudes displayed when interacting with customers, staff or management.
- ❑ Non-discriminatory language used consistently.

Develop retail industry knowledge - SIRXIND001A/03

- ❑ Identify and access sources of information on the retail industry
- ❑ Obtain information to assist with effective work performance and career planning within the retail industry

Maintain personal presentation -SIRXIND001A/04

- ❑ Maintain personal dress and presentation in a neat and tidy manner
- ❑ Maintain personal hygiene according to store policy and legislation

Follow routine instructions -SIRXIND001A/05

- ❑ Receive and act upon instructions
- ❑ Use effective questioning to elicit information
- ❑ Assess, comprehend and act upon store information relevant to various tasks
- ❑ Plan and organize daily work routines within the scope of the job description
- ❑ Priorities and complete tasks according to required timeframes

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

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services Staff / Operations Staff

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

Competency in this unit requires evidence that, you the candidate: -

- ❑ Consistently and responsibly applies store policies and procedures, in regard to work place ethics, including interpretation of staff rosters, notification of the availability for work, allocated duties/job description.
- ❑ Consistently applies store policies and procedures and legislative requirements, in regard to external/internal client contact, especially the use of non-discriminatory language and attitudes.
- ❑ Knows employee's own rights and responsibilities in regards to awards/agreements;
- ❑ Identifies and describes the role of various parties including employer and employee associations;
- ❑ Store policies and procedures, in regard to:
 - workplace ethics;
 - shift availability or non attendance;
 - staff rosters;
 - interpersonal conflict;
 - grievance procedures;
 - personal animosity;
 - discriminatory behavior;
 - harassment;
 - staff counseling and disciplinary procedures;
 - equal opportunity issues;
 - non compliance with store policies and procedures;
 - part time, casual, full time work, contract employment;
 - Store organisational structure;
 - Structure of the retail industry;

- Retail industry career path options;
- Retail industry training options;
- Rights and responsibilities of employers and employees in retail workplace;
- Responsibilities under a New Apprenticeship contract of training (if applicable);
- Major changes affecting retail workplaces;
- Ability to follow store policies and procedures;
- Preparing resumes and curriculum vitas;
- Maintaining personal presentation
- Interpersonal communication skills including:
 - listening/questioning/observation
 - Literacy skills in reading workplace documents
 - Negotiating
 - Following set routines and procedures

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

- equal opportunity legislation;
- equal employment opportunity legislation;
- anti-discrimination legislation;
- workplace relations;
- industry awards/agreements.

What Recognition will you achieve?

Where demonstrated competencies have 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.