

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRCA4B – CO-ORDINATE RETAIL OFFICE**
Field Of Study : **OPERATIONS & MANAGEMENT**

What is this course all about?

This unit encompasses the competencies required to coordinate a retail office. It involves maintaining office procedures, processing data in response to information requests, composing reports/correspondence, maintaining recording and filing systems and maintaining computer storage media and computer filing systems.

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

Maintain office procedures - WRRCA4B/01

- ❑ Office supplies regularly monitored, recorded and reordered as required according to store policy.
- ❑ Store policies and procedures in regard to special requests/requirements implemented without undue delay.

Process data in response to information requests - WRRCA4B/02

- ❑ Requests for information documented, and responses identified according to store policy.
- ❑ Relevant external information sources identified.
- ❑ Access to identified sources obtained;
- ❑ Relevant information accessed and extracted;
- ❑ Where available information does not match defined needs, options and alternatives identified and offered;
- ❑ Extracted information is accurately copied or summarized;
- ❑ Appropriate regulatory records are compiled and updated to maintain security and confidentiality of contents

Compose reports/ correspondence - WRRCA4B/03

- ❑ Relevant information collated and edited as required.
- ❑ Written text uses clear, concise, easily understood language.
- ❑ Spelling, punctuation and grammar are correct;
- ❑ Correspondence/reports drafted and set out according to store policy;
- ❑ Edited report produced and dispatched to appropriate personnel;
- ❑ Final report copied and securely filed according to store policy

Maintain existing recording and filing systems - WRRCA4B/04

- ❑ Record systems maintained according to store policy;
- ❑ New documents allocated to designated category.
- ❑ Issue and return of documents monitored to ensure the integrity of the system is maintained;
- ❑ Documents archived/removed/updated to ensure maximum space available for current records;
- ❑ Required files correctly identified and located and dispatched to nominated person or section within designated time limits;
- ❑ File and document movements monitored and recorded;
- ❑ Documents maintained in good condition and in correct location;
- ❑ Confidential files separated from general files, with access available to nominated persons only;
- ❑ Security system monitored to ensure issued files traceable at all times

Maintain computer storage media - WRRCA4B/05

- ❑ Storage media and filing system maintained according to store policies and procedures;
- ❑ Diskettes formatted using correct procedures.
- ❑ Backup files created to ensure safety, security and confidentiality of files maintained;
- ❑ Backup files stored in the designated manner and location;
- ❑ Virus checks regularly made on the system and all backup storage media;
- ❑ Hardware stored in accordance with manufacturer's instructions;
- ❑ Software filed and stored in accordance with organisational procedures;
- ❑ Occupational health and safety guidelines relating to screen-based equipment and ergonomic workstations observed.

Maintain computer filing system - WRRCA4B/06

- ❑ Document filing requirements determined and filing system created;
- ❑ Filing system reflects the size, nature, and complexity of the workplace.
- ❑ Security checks inserted where necessary;
- ❑ File names inserted into the filing system as required;

- ❑ Filing system regularly updated by deleting or archiving old files;
- ❑ Programs exited in accordance with screen prompts to preserve data.

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 implements workplace office procedures.
- ❑ Responds accurately and appropriately to requests for information according to store policy.
- ❑ Consistently applies procedures for maintaining records and filing system, including computerised records.

Store policies and procedures, in regard to:-

- ❑ store administration and financial systems
- ❑ systems and methods for organisation of work routine.
- ❑ appropriate clerical/office systems.
- ❑ systems/procedures for processing information.
- ❑ records management systems.

- ❑ Office technology
- ❑ Interpersonal communication skills, including:-
- ❑ Giving feedback
- ❑ Coaching;
- ❑ Performance analysis;
- ❑ Questioning/listening/observation;
- ❑ Group presentation;
- ❑ Team motivation;
- ❑ Negotiation;
- ❑ Team leadership;
- ❑ Report writing;
- ❑ Using various computer software packages

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

- ❑ Regulatory requirements.
- ❑ Store policy;
- ❑ Store policies and procedures, in regard to:
 - ❑ store administration and financial systems;
 - ❑ transport procedures including cab charge and courier systems;
 - ❑ systems/procedures for processing information;

What Recognition will you achieve?

Where demonstrated competencies 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) 9854-6124 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.