

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRCA5B – OPERATE RETAIL INFORMATION TECHNOLOGY SYSTEMS**

Field Of Study : **COMPUTER TECHNOLOGY**

What is this course all about?

This unit encompasses the competencies required to use and apply store information technology systems in a retail environment. It involves demonstrating knowledge of the hardware and software in use, editing and updating information and solving problems in relation to equipment/hardware/software.

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

Use store information technology system - WRRCA5B/01

- ❑ Knowledge of store information technology system accurately demonstrated and conveyed to other staff members as required.
- ❑ Hardware accurately identified and operated according to manufacturer's instructions and store procedures.
- ❑ Software accurately identified and used according to manufacturer's instructions and store procedures;
- ❑ Application and uses of software available, accurately identified and used according to store procedures;
- ❑ Data transmitted according to Electronic Data Interchange procedures as required;
- ❑ Keyboard skills used accurately to enter information as required by store policies;
- ❑ Back up procedures regularly performed according to store procedures

Edit/update information - WRRCA5B/02

- ❑ Information to be edited/updated correctly identified according to store procedures.
- ❑ Information on system accurately edited/updated according to store procedures.
- ❑ Price changes accurately identified and entered into store system as required;
- ❑ Matching of shelf data price and computer records ensured;

Solve problems - WRRCA5B/03

- ❑ Equipment/hardware/software faults identified and rectified where possible or expert assistance sought without delay.
- ❑ Maintenance program for hardware and software systems monitored and implemented according to manufacturer's specifications and store procedures.
- ❑ Routine problems handled using appropriate problem solving techniques and referred to appropriate personnel as required;
- ❑ Problems arising at point of sale evaluated and resolved according to store procedures;
- ❑ Assistance positively and actively provided to staff as problems arise;

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 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