

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRCA2B – APPLY RETAIL OFFICE PROCEDURES**
Field Of Study : **OPERATIONS**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes to apply retail office procedures. It involves processing mail, operating office equipment, filing and retrieving documents, establishing contact with customers and preparing simple correspondence.

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

Process incoming and outgoing mail - WRRCA2B/01

- ❑ Incoming mail sorted and dispatched to nominated person/location.
- ❑ Outgoing mail collected and checked to ensure all items correctly prepared for dispatch.
- ❑ Mail recorded according to store policy.
- ❑ Mail dispatched to meet designated time limits.

Process bulk mail - WRRCA2B/02

- ❑ Documents collated as required.
- ❑ Envelopes sorted and batched according to Australia Post specifications.
- ❑ Mail Batched items lodged for delivery.

Operate office equipment - WRRCA2B/03

- ❑ Appropriate equipment identified for intended application.
- ❑ Equipment operated in accordance with manufacturer's instructions.
- ❑ Equipment faults identified and rectified or reported to appropriate personnel.
- ❑ Opening and shut down processes are followed according to store procedures.
- ❑ Maintenance program for equipment maintained to ensure down time is minimised;

File and retrieve documents - WRRCA2B/04

- Documents filed according to store policy.
- Documents identified and retrieved as requested.
- Existing records accurately updated and modified.
- Designated inactive files removed, processed and stored according to store policy.
- New files accurately assembled;
- Documentation movements accurately recorded

Establish contact with internal and external customers - WRRCA2B/05

- Telephone system functions used according to store policy.
- Telephone, facsimile or electronic mail numbers obtained and accurately recorded.
- Incoming calls answered promptly and according to store policy.
- Contact established and purpose of contact clearly conveyed.
- Calls transferred or placed on hold as required.
- Customers kept informed of delays and what action is being taken;
- Messages recorded accurately and calls promptly returned if required

Prepare simple correspondence - WRRCA2B/06

- Correspondence prepared and presented for approval and/or signature without undue delay.
- Text written using clear, concise language.
- Spelling, punctuation and grammar are correct.
- Standard form letters used according to store policy.

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 applies procedures for the processing of mail, including bulk mail.
- ❑ Operates and maintains office equipment in accordance with store policies and procedures;
- ❑ Files and retrieves documents in accordance with store policies and procedures.
- ❑ Follows procedures for establishing contact with internal and external customers
- ❑ Consistently applies procedures for the preparation of simple correspondence.

Store policies and procedures, in regard to:

- ❑ store administration and clerical systems;
- ❑ operating and maintaining retail equipment
- ❑ receiving and dispatching incoming and outgoing mail;
- ❑ processing information;
- ❑ reporting problems and faults;

Skills in:

- ❑ Operating a range of office technology;
- ❑ Organising work tasks
- ❑ Completing tasks in a set time frame

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

- ❑ occupational health and safety;
- ❑ environmental policies;
- ❑ public health;

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) 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.