

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRCA3B – APPLY RETAIL OFFICE KEYBOARD SKILLS**

Field Of Study : **OPERATIONS**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required to apply retail office keyboard skills. It involves operating a computer to access files, edit information, produce documents and file and store files in accordance with store procedures.

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

Open file - WRRCA3B/01

- Computer turned on according to manufacturer's specifications.
- Appropriate software loaded or selected from menu.
- File correctly identified and opened.

Edit information - WRRCA3B/02

- Information to be edited correctly identified.
- Information entered, changed or deleted using appropriate input device.
- Document saved regularly to avoid loss of information.
- Document proofread for accuracy.
- Document printed as required

Exit file - WRRCA3B/03

- Files closed and/or programs exited according to manufacturer's specifications.
- Hardware stored according to manufacturer's specifications.
- Software filed and stored according to store procedures.

Produce document from written text - WRRCA3B/04

- ❑ Keyboard operated using touch-typing techniques within designated speed and accuracy requirements.
- ❑ Documents produced are an accurate reflection of written notes provided.
- ❑ Documents produced in required style and format.
- ❑ Documents produced without undue delay.
- ❑ Occupational health and safety guidelines relating to screen-based equipment and ergonomic workstations observed;

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 keyboard skills to prepare and/or edit simple documents using a computer.
- ❑ Consistently applies store requirements for style and format of documents;
- ❑ Consistently applies store requirements for electronic storage and retrieval of documents.

Store policies and procedures, in regard to:

- ❑ store administration and clerical procedures;
- ❑ systems and methods for organisation of work routine
- ❑ receiving store requirement for style and format of documents;
- ❑ store requirement for style and format of documents;
- ❑ Occupational health and safety requirements relating to screen based equipment and ergonomic work stations;
- ❑ Manufacturer's instructions for use of equipment;
- ❑ Uses and applications of relevant computer software, including user manuals and on-line help facilities.

Skills in:

- ❑ Completing tasks in a set time frame;
- ❑ Keyboard skills;
- ❑ Opening, editing and closing files
- ❑ Creating new files;
- ❑ Saving and printing files

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.