

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **WRRER2B – CO-ORDINATE WORK TEAMS**  
**Field Of Study** : **EMPLOYEE RELATIONS**

### What is this course all about?

This unit encompasses the competencies required to coordinate work teams in a retail environment. It involves monitoring and organising staffing levels, informing team members of expected standards of work, coaching and motivating the team and maintaining staffing records.

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

#### Monitor and organise staffing levels – WRRER2B/01

- ❑ Staffing levels and rosters in designated areas maintained within budget and according to store policy and procedures.
- ❑ Team rostered according to anticipated sales peaks and statutory requirements.
- ❑ Team members informed of individual rosters according to store policies and procedures.
- ❑ Corrective action taken as needed according to staff availability.

#### Inform team members – WRRER2B/02

- ❑ Team informed of expected standards of work and behaviour required by store policy in a manner and at a level and pace appropriate to the individual.
- ❑ Staff communication and motivation programs implemented according to store policy.
- ❑ Store targets compared to individual/team results.
- ❑ Staff meetings conducted to address issues within area of authority according to store policy.
- ❑ New staff members inducted into teams according to store policy.

### Coach on the job – WRRER2B/03

- ❑ Opportunities to coach team members who are unfamiliar with specific procedures are identified.
- ❑ Team members are made aware of the work application of the competency or job being taught.
- ❑ A systematic approach is enlisted including explanation and demonstration where appropriate.
- ❑ Trainees encouraged by positive comments and feedback from the trainer.
- ❑ Feedback during instruction designed to help trainees learn from their mistakes.
- ❑ Trainees encouraged and guided to evaluate their own performance and diagnose it for improvement.
- ❑ Trainees' performance evaluated according to store policies and procedures

### Motivate the team – WRRER2B/04

- ❑ Strengths and weaknesses of team identified against current and anticipated work requirements.
- ❑ Individuals within the team encouraged to contribute to discussion and planning of team objectives/goals.
- ❑ Team objectives/goals updated and reviewed on a regular basis in consultation with relevant personnel.
- ❑ Positive and constructive relationships developed with and between team members.
- ❑ All team members treated fairly, equally and with respect.
- ❑ Responsibility for developing own competencies accepted and realistic objectives identified.

### Maintain staffing records – WRRER2B/05

- ❑ Staff records maintained as required according to store policy and relevant awards and agreements.

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

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services / Operations Staff
- ❑ Customer Services 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 and ethical behaviour, in regard to the coordination of staff.
- ❑ Consistently applies store policies and procedures, in regard to monitoring, organising, maintaining staffing levels, communicating with staff, mentoring, coaching and motivating staff.
- ❑ Consistently and responsibly applies store policies and procedures, in regard to the induction of new staff.
- ❑ Consistently and responsibly applies store policies and procedures, in regard to maintaining staffing levels and coordinating work teams within budgetary constraints.
- ❑ Consistently applies state and local statutory requirements/regulations including relevant industry awards/agreements.
- ❑ Consistently applies appropriate communication and interpersonal skills when motivating the team and informing staff of roles and responsibilities.
- ❑ Reports suggestions for improvements in procedures to management.

Store policies and procedures, in regard to:

- ❑ staffing requirements;
- ❑ on the job training;
- ❑ maintaining staffing records;
- ❑ housekeeping;

Skills in:-

- ❑ Interpersonal communication skills including:
- ❑ giving feedback;
- ❑ coaching;
- ❑ performance analysis;
- ❑ questioning/listening/observation.
- ❑ group presentation.
- ❑ team motivation./ team leadership.
- ❑ negotiation.
- ❑ verbal and non verbal communication.
- ❑ reading and interpreting store policies and procedures
- ❑ completing a proforma for feedback to management

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

- ❑ equal employment opportunity legislation;
- ❑ anti-discrimination legislation;
- ❑ industry awards/agreements;
- ❑ Relevant occupational health and safety regulations;

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](http://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](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.