

Training Package

WRR02 Retail

Qualifications

WRR10102 Certificate I in Retail Operations

Competencies

- WRRCA.1B Operate retail equipment
- WRRCS.1B Communicate in the retail workplace
- WRRCS.2B Apply point of sale handling procedures
- WRRCS.3B Interact with customers
- WRRER.1B Work effectively in a retail environment
- WRRF.1B Balance register/terminal
- WRRI.1B Perform stock control procedures
- WRRLP.1B Apply safe working practices
- WRRLP.2B Minimise theft
- WRRM.1B Merchandise products
- WRRM.2B Perform routine housekeeping duties
- WRRS.1B Sell products and services
- WRRS.2B Advise on products and services
- WRRSS.1B Recommend and fit clothing/accessories



Description

The Retail Operations Toolbox offers a stimulating and interactive learning environment. Learners take the role of an employee at the Ocean View Grove, a thriving (metaphorical) shopping centre on the coast. Content is provided by means of 'real-life' scenarios and situations in which the learner interacts with fictional staff and customers as they work through the activities in the Toolbox.

The learning activities require learners to interact with their current workplace. To facilitate learners not currently working in a retail workplace, two model stores (called 'virtual' stores) with associated manuals, situations and characters have been provided throughout this course. The model stores include Harriotts, a large department store, and Surfari, a small retail surf shop. Where relevant, material will also be provided for other retail settings, for example supermarkets and food stores.

By working through discrete activities built on a common theme eg. Using the store's procedure manual, the learner can develop a holistic understanding of retail operations.

Note: This Toolbox is a revision (Version 2) of the original. For more details visit:

<http://www.flexiblelearning.net.au/toolbox/series2/212.htm>

Toolbox Website

For further information, online previews, support and purchasing, visit:

<http://www.flexiblelearning.net.au/toolbox>