

## Training Package

WRR97 Retail

### Qualifications

WRR30102 Certificate III in Retail Supervision

### Competencies

#### Core units

WRRCS4B Coordinate interaction with customers  
 WRRER2B Coordinate work teams  
 WRRER3B Maintain employee relations  
 WRRLP3B Maintain store safety  
 WRRLP4B Maintain store security

#### Elective units

WRR115A Maintain and order stock  
 WRRLP7C Monitor food safety program  
 WRRM3B Coordinate merchandise presentation  
 WRRS3B Coordinate sales performance  
 WRRSS10B Recommend Sporting Products and Services  
 WRRM4A Co-ordinate housekeeping (Additional)

### Description

This Toolbox contains resources and activities to assist you to complete ten units of competence from the *Certificate III in Retail Supervision*.

It is based on a series of scenarios that take place inside a major retail store where the learner has just been appointed as a Trainee Supervisor of the *Sports Department* and has 15 staff reporting to them.

Each of the units of competency is presented as a scenario, a realistic set of learning tasks set in the virtual shopping centre. The scenarios provide a connection between the theoretical and practical elements of training and encourage individual as well as workplace learning.

This courseware is self-guiding and the role of the educator is to facilitate the learning experience to the individual's working environment.

Tools for the Trainer and Learner include self-assessment, tracking of activities and answers, communication tools and development of a portfolio of evidence for assessment.

Policies and documents customised by your organisation can be placed in the documents directory for download.

### Toolbox Website

For further information, online previews, support and purchasing, visit:  
<http://www.flexiblelearning.net.au/toolbox>

