

HANDS ON TRAINING GROUP – TRAINEE WORKBOOKS – RETAIL
Workbooks are \$12 per unit plus GST

Competency code	Workbook title	CERT level
WRRCA1B	Operate retail equipment	2
WRRCA5B	Operate retail information technology	3
WRRCS1B	Communicate in the workplace	2
WRRCS2B	Apply POS procedures	2
WRRCS3B	Interact with customers	2
WRRCS4B	Coordinate interaction with customers	3
WRRER1B	Work in a retail environment	2
WRRER2B	Coordinate work teams	3
WRRER3B	Maintain employee relations	3
WRRF1B	Balance the register	2
WRR11B	Perform stock control	2
WRR15A	Maintain and order stock	3
WRR1P1B	Apply safe working practices	2
WRR1P2B	Minimise theft	2
WRR1P3B	Maintain store safety	3
WRR1P4B	Maintain store security	3
WRR1P5B	Apply store security systems	3
WRR1P6C	Apply retail food safety practices	2
WRR1P7C	Maintain food safety plan	3
WRRM1B	Merchandise products	2
WRRM2B	Perform housekeeping duties	2
WRRM3B	Coordinate merchandise presentation	3
WRRM5A	Monitor in-store visual display	3
WRRM6A	Create a display	3
WRR07A	Profile a retail market	3
WRR08A	Develop innovative ideas	3
WRRS1B	Sell products and services	2
WRRS3B	Coordinate sales performance	3
WRRS4B	Build relationships with customers	3

SUPPLEMENTARY TEXTS

First Steps in a Retail Career – by Mark Wrice

Published by Macmillan Australia (Used with Certificate 2 units)

First Steps in Retail Management – by Mark Wrice

Published by Macmillan Australia (Used with Certificate 3 units)