

WRR02

RETAIL TRAINING PACKAGE

SUPPORT MATERIALS



LEARNER GUIDE

WRRCS1B

Communicate in the Workplace



Certificate II
in **RETAIL OPERATIONS**
WRR20102





DEPARTMENT OF EDUCATION, TRAINING AND YOUTH AFFAIRS

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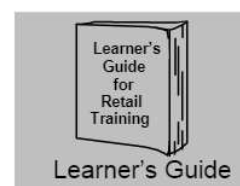
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GETTING STARTED

USING THE LEARNER'S GUIDE

You have reached the learning unit
WRRCS1B Communicate in the Workplace.



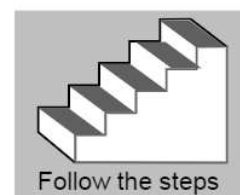
This Guide has been designed to help you develop the skills and knowledge required to achieve competence in this unit.

To complete this unit successfully you need to follow the instructions in this Learner's Guide.

Each Section of the Learner's Guide will help you achieve one of the required elements of competence.

When you follow the Guide, Section by Section, you can keep track of the elements you have achieved.

In each Section you are asked to learn a number of Steps. Make sure you fully complete each step before moving on to the next. You will know that you are ready to move on when your coach/trainer is satisfied that you have completed the activities correctly.



LEARNING ACTIVITIES

There are a number of Learning Activities to help you develop the skills and knowledge required to achieve competence in this unit. They may ask you to answer questions, discuss issues with your coach/trainer or find additional information.

Space is provided for written answers to activities, but please use additional pages if you need them.

Some of the Learning Activities may ask you to check your answers with your coach/trainer or to check them in the Learning Activities – Suggested Answers section at the back of this Guide.

GETTING STARTED

FOLLOW THE ICON PROMPTS

As you follow the steps in each section of this unit, you will be asked to undertake a number of Learning Activities.

The icon prompts shown below will signal the different types of Learning Activities.



Find relevant information



Learning activity



Consult your coach/trainer



Check your store's policies and procedures



Think about what you have learned



Discuss your learning



Use a checklist



Complete a "self check"



Seek assessment

GETTING STARTED

YOUR COACH/TRAINER

As you progress through this unit you will be referred to your **coach/trainer** for assistance and information.

If you are completing this unit on the job, your workplace coach or a supervisor will help you with the activities and information. Check with your employer to make sure you know who your workplace coach/supervisor is for this unit. Let him/her know when you are ready to start.

If you are completing this unit off the job, then you will need to refer to your trainer throughout your studies.

Establish a good relationship with your coach/trainer so you can make the most of their knowledge and expertise throughout this unit.

Your coach/trainer will help you to know when you are ready to seek assessment for a unit. Your coach/trainer will either conduct the assessment or they may arrange an assessor from a Registered Training Organisation (RTO) to come and assess you.



GETTING STARTED

SUGGESTED RESOURCES

Some of the Learning Activities will ask you to find additional information. You may choose a video, textbook or other resource to help you complete the learning activity. If you cannot find the relevant information you can ask your trainer or coach for advice.



The following resources may provide you with additional information and ideas as you progress through this unit. Space is also provided for you to add additional resources your coach/trainer may suggest.

Books

DeVrye, Catherine 2000, *Good Service is Good Business: 7 Simple Strategies for Success*, 2nd ed., Pearson Education Australia, Frenchs Forest, N.S.W.

Dickman, Greg. 2000, *Business Mathematics*, 2nd ed., Nelson, South Melbourne.

Dwyer, J. 2000, *The Business Communication Handbook*, 5th ed., Prentice Hall, New York: Sydney.

Wrice, M. 2001, *First Steps in a Retail Career*, 2nd ed., Macmillan, South Melbourne

Videos

Byrne, M. 2000, *Teams and Meetings*, Techniworks Action Learning Loganholme, Qld., [videorecording].

Hughes, K., Brown, D., Woodruff, A. & Tudor, J. 1997, *The Nature of Communication in the Workplace*, Video Education Australasia, Bendigo, Vic., [videorecording].

The Eyes Have It: Non Verbal Communication 1993, Outer Eastern College of TAFE Media Services, Wantima, Vic., [videorecording].