

MADEC Courses

Introduction to Retail Retail Service Essentials

Units of Competency		
Code	Competency	Hrs
WRRCS1B	Communicate in the workplace	50
WRRCS2B	Apply point of sale procedures	21
WRRCS3B	Interact with customers	36
WRRCA1B	Operate retail equipment	21
WRRLP1B	Apply safe working practices	18
WRRLP6B	Apply retail food safety practices	15
WRRS1B	Sell products and services	18
	Total Hours	179

- Certificates in Aged Care
- Certificates in Business
- Certificates in Children's Services
- Certificates in General Education for Adults
- Certificates in Hospitality
- Certificates in Information Technology
- Certificates in Retail Operations & Supervision
- Volunteer Training

Short Courses in:

- Computers (Both structured and self-paced) in:
 - Basic Computing
 - MYOB
 - QuickBooks
 - Internet and e-mail
 - Microsoft Office
- First Aid
- Governance for not for profit groups
- Hospitality
- Retail
- Horticulture

Personal enrichment, Corporate and Hobby Courses

On Campus, Off Campus, Traineeships

The complete MADEC Course Guide available on line at www.madec.edu.au or from our main campus.

ACN 086 804 015
Registered Training Organisation No 3957

MADEC Community College

Main Campus located at
339 Deakin Avenue, Mildura, Vic 3500
Phone: 03 50237 233
Fax: 03 50212 738
Email: education@madec.edu.au

This program is designed to meet the basic skill requirements of those wishing to improve their chances of employment within the retail industry workforce.

It covers a range of units selected after consultation with local retailers.

Upon completion, Participants will hold a Statement of Attainment for these Nationally accredited Units and will have gained a broad range of experience and skills.



Additional Course Information

WHERE COULD I GAIN EMPLOYMENT?

Upon completion of this program, participants will be equipped with basic knowledge which should allow employment in a Retail environment.

FUTURE PATHWAYS?

Upon completion of this qualification, participants will be qualified to undertake further studies including Certificate II and III in Retail Operations.

HOW AM I SELECTED FOR THIS COURSE?

Prospective students are required to attend a pre enrolment review with the course coordinator to assess the suitability of programs to meet their needs.

WHAT ARE THE PRE-REQUISITES?

There are no pre-requisites required for entry into Retail Service Essentials.

ACCESS AND EQUITY

MADEC believes that all students have the right to study in a positive environment which values diversity and protects them from any form of discrimination and harassment. People with physical and/or learning disabilities are encouraged to apply for enrolment into MADEC programs, and assistance and/or referral to a range of services is available to assist clients to meet minimum entry requirements where required.

HOW DO I ENROL AND WHEN DO I START?

Additional information can be obtained, and enrolments made, by contacting MADEC Education and Training Services on 5023 7233, or by calling in at the Main Campus, 339 Deakin Avenue, Mildura.

For further information on enrolments with MADEC a copy of our Student Information Guide can be obtained from our campus, or online at www.madec.edu.au

WHAT ARE THE FEES?

Students are required to pay an enrolment fee. Full payment of fees is required prior to program commencement, except where an exemption has been granted, or payment by instalment arranged.

Concession fees are available to eligible students. A student may withdraw from the course at any time, and MADEC has in place a refund policy. Before you withdraw from the program please discuss your options with your trainer.

HOW IS THE COURSE STRUCTURED?

The program will be delivered via a combination of delivery modes. These may include class room based tutorials, self paced learning, industry visits, practical scenarios and simulations.

HOW LONG WILL IT TAKE?

This program requires participants to attend 2 weeks of intensive training, 5 days a week.

HOW WILL I BE ASSESSED?

Assessment may be undertaken via written submissions and assignments, oral and written questioning, practical demonstration of competencies and computer scenarios. A flexible approach is undertaken to deliver fair assessment for all.

CAN MY CURRENT SKILLS BE RECOGNISED?

There are different terms used to refer to the recognition of an individual's learning and skills.

Recognition of Prior Learning (RPL) is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, any of required competencies of the course.

It is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Credit Transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the clients initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

A copy of MADEC's RPL Guide is available from our campus or on our website www.madec.edu.au

WHAT FACILITIES ARE AVAILABLE?

MADEC has a range of facilities including access to library material, computer and internet resources. These facilities are available for all students including off-campus and trainees. Access is available by contacting your nominated trainer.

SUPPORT TO STUDENTS

The College Manager can provide students information, support and/or referral on issues related to: Finances (Youth Allowance, Austudy, Abstudy); Personal health and welfare; Academic and study skills, Grievance and/or conflict resolution; Choosing courses/subjects; Tertiary admission applications; Career counselling and Centrelink forms.