

Cultivate Productivity and Innovative Mindset

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and skills to cultivate productivity and an innovative mindset.

This competency unit consists of the following elements:

1. Define meaning and concept of productivity

- 1.1. Explain meaning and concept of productivity
- 1.2. Describe importance of productivity
- 1.3. Adopt a productivity and innovative mindset and recognise how it can improve staff productivity at workplace

2. Recognise needs for productivity improvement

- 2.1. Define productivity improvement to improve staff productivity
- 2.2. Recognise needs to improve productivity at workplace
- 2.3. Describe benefits of productivity improvement

3. Apply simple productivity measurement at workplace

- 3.1. Recognise productivity measurement at workplace
- 3.2. Identify benefits of productivity measurement
- 3.3. Apply productivity measurement at workplace

4. Apply simple techniques and tools for potential productivity improvement at workplace

- 4.1. Identify tools and techniques for productivity improvement
- 4.2. Define roles and responsibilities of retail staff
- 4.3. Apply tools and techniques for productivity improvement at workplace

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the WSQ Certificate in Retail Operations.

The main target audience of this module is the service and sales staff from retail outlets.

Training Hours (inclusive of assessment): 16 hours

Lead and Facilitate Productivity Improvement

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and application skills required in defining and establishing the meaning and concept of productivity and its measurement at the workplace. At the same time, the participant will be able to identify, evaluate and select techniques and tools for workplace productivity improvement, and to prepare, lead and facilitate productivity improvement at the workplace.

This competency unit consists of the following elements:

1 Explain the meaning and concept of productivity and its measurement at workplace

- 1.1 Identify the importance of productivity at workplace
- 1.2 Recognise productivity measurement
- 1.3 Establish productivity measurement at workplace
- 1.4 Describe uses of productivity measurement at workplace

2. Employ techniques and tools for workplace productivity improvement

- 2.1 Explain productivity improvement
- 2.2 Employ tools for productivity improvement
- 2.3 Employ techniques for productivity improvement

3. Prepare, lead and facilitate productivity improvement at workplace

- 3.1 Prepare productivity improvement at workplace
- 3.2 Lead staff to improve productivity at workplace
- 3.3 Facilitate productivity improvement at workplace

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the WSQ Advanced Certificate in Retail Supervision

The main target audience of this module is the supervisor from retail outlets.

Training Hours (inclusive of assessment): 24 hours

Manage Retail Productivity

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and application skills required in identifying potential and opportunities for productivity measurement and improvement at the workplace. The participant will also be able to select and implement relevant techniques and tools for productivity improvement, monitor and manage productivity at the workplace.

This competency unit consists of the following elements:

2 Identify potential and opportunities for productivity measurement and improvement at the workplace

- 1.1 Explain meaning and concept of productivity
- 1.2 Explain importance of productivity at workplace
- 1.3 Identify potential and opportunities to improve productivity at workplace
- 1.4 Explain barriers to productivity improvement and ways to overcome them

2. Select and implement relevant techniques and tools for productivity improvement

- 2.1 Identify tools and techniques to find root cause of problems
- 2.2 Identify tools and techniques for productivity improvement at the workplace
- 2.3 Evaluate tools and techniques for productivity improvement at workplace
- 2.4 Implement tools and techniques for productivity improvement at the workplace

3. Monitor and manage productivity at workplace

- 3.1 Monitor productivity measurements
- 3.2 Analyze productivity performance data
- 3.3 Report and recommend productivity improvement for management endorsement
- 3.4 Support productivity initiatives by management

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the WSQ Diploma in Retail Management

The main target audience of this module are retail managers .

Training Hours (inclusive of assessment): 30 hours