



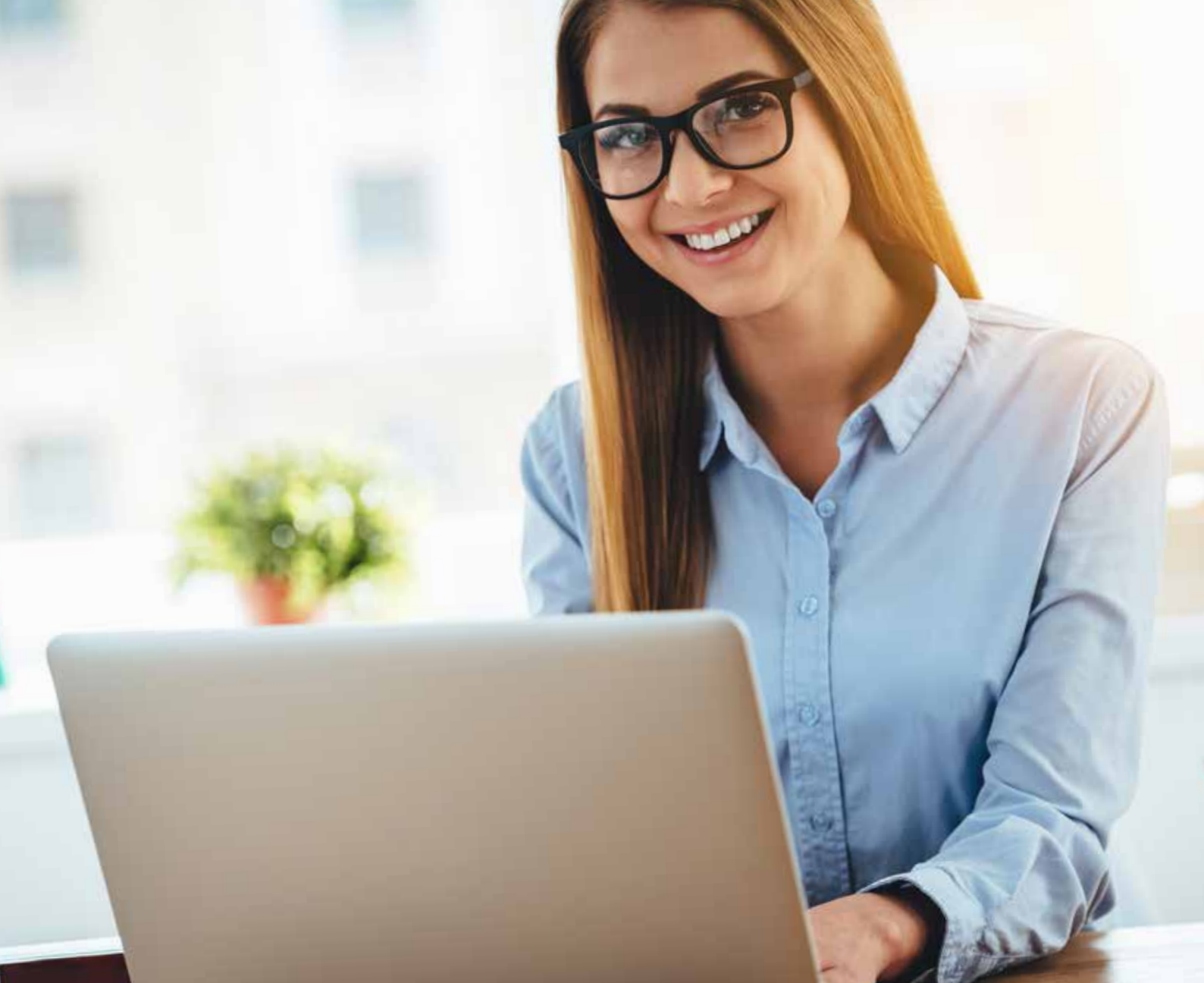
Practical.



Supportive.



Interactive.



Enrolment information

HOW TO ENROL

By either of the following methods: book online at www.mga.asn.au or by telephone **1800 888 479**.

PAYMENT OPTIONS

Acceptable payment methods are by credit card (no AMEX or Diners Club) or invoice. Enrolments that are to be invoiced to a company must be accompanied by a purchase order or authority to invoice on a company letterhead.

NATIONALLY RECOGNISED TRAINING

This symbol indicates that the course is linked to a nationally recognised qualification and participants who successfully complete a course will receive a statement of attainment for an accredited unit of competency. See our website for specific information. Training delivered by Master Grocers Australia Limited provider TOID 21148 or ARA Retail Institute TOID 4049.



CANCELLATION AND REFUND POLICY

Please refer to our cancellation and refund policy on our website:

<http://mgaonline.com.au/wp-content/uploads/2015/10/Cancellation-Refund-Policy-and-Procedure1.pdf>

PARTICIPANT INFORMATION

Booklet available online at: <http://mgaonline.com.au/wp-content/uploads/2015/10/RTO-Participant-Handbook1.pdf>

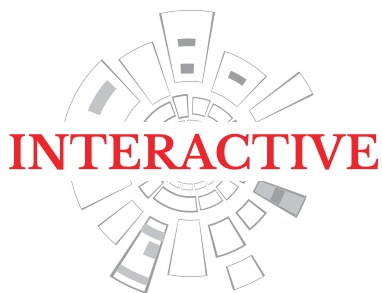
Why choose MGA Industry Training?



MGA Industry Training courses are **practical** and relevant. Courses include real life examples that participants can relate to.



MGA Industry Training staff are **supportive** and accommodating of different learning needs.



Course structure and content is **interactive** and flexible.

Contents

03 Why Choose MGA Industry Training?

04 Manage Training System

05 Safe Work Instructions

07 Food Safety

08 Responsible Service of Alcohol

09 Workplace Health & Safety

10 General Courses

14 Employment Law Seminars

14 Retail Certificates

15 Course Directory

Manage Training System

Manage Training System (MTS) is an easy to use training program that will enable the upskilling of employees, delivering efficient functionality and productivity to your business.

MTS gives employers the opportunity to further enhance staff skills and knowledge at an affordable cost.

MTS is a valuable training tool for employers, as it also provides accurate records for tracking of staff training and for reporting purposes.

MTS includes a large range of essential and advanced workplace staff training course solutions, which includes a variety of compliance training courses that will meet employer's legal obligations as well as offering a large range of general professional development courses.

An extensive range of Safe Work Instructions (SWIs) are also included and provide employers with an alternative "paper based" form of training rather than formal online training. SWIs are essential to maintain consistency when training staff.

MTS provides employers with a simple low cost solution to train staff on site and delivers a strong return on investment.



Manage Training System.

KEY PRODUCT FEATURES:

- Provides documented systems, policies and procedures
- Allows customisation of procedures to the business
- Easy to deliver and implement
- Clear, consistent and accurate
- Flexible mix of compliance and training components
- Secure database that tracks proof of participation in training
- Support available via the MGA Help Desk

KEY PRODUCT BENEFITS:

- Assists the business from failures in regulatory compliance
- Tracks completion and results of all staff undertaking training
- Easily incorporated in day to day business
- Provides a disciplined, structured and flexible staff training management system
- Improves productivity and staff satisfaction
- Increased efficiency reduces costs

HOW THE MTS WORKS:

- Select MTS Administrator(s) to run the system
- Following detailed instructions, enter employees into the system
- Enrol employees into courses
- Self-recording of results on completion
- Monitor progress of employees



Safe Work Instructions

Some hazards are obvious when using equipment or following procedures many are not. Safe Work Instructions (SWIs) train your staff in correct operating procedures and processes, whilst bringing hazards and risks to their attention. Keep staff safe with training. It is recommended all staff be trained in a standardised manner using a consistent procedure.

SWIs are supplied in Word format so that you can customise the document by adding your store logo, store name or your Human Resources contact details.

SWIs can be used over and over again and are accessed from a training register in which staff can sign off stating they have completed their allocated training. Employers may wish to set up a refresher timetable as well.

SWIs can be purchased from our website – \$10.00 each.

SAFE WORK INSTRUCTIONS AVAILABLE

- Aggressive, Violent or Abusive People
- Armed hold up
- Bag Search
- Bain Marie
- Band Saw
- Broken & Faulty Equipment
- Cardboard Bale Press
- Carton Cutter Safety
- Cash Handling
- Cleaning Ovens
- Cleaning up Spills
- Cleaning with Chemicals
- Cling Wrap Machine
- Deli Slicer
- Emergency Management Evacuation
- Floor Cleaning
- Forklift Safety
- Ladder Safety
- Lift Platforms
- Loading Bays
- Manual Handling
- Medical Emergency
- Mezzanine Safety
- Moving Pallets Manually
- Pallet Jacks
- Rotisserie
- Scissor Lift
- Stacking Milk Crates
- Suspected Shoplifting
- Transporting Cash
- Trolley Collection
- Using Knives Safely
- Using Stairs
- Using Urns
- Walk in Coolroom and Freezer
- Walker Stacker Safety
- Waste Disposal Bins
- Working with Shelves



Food Safety

BASIC FOOD HANDLING – ACCREDITED

SITXFSA001 Use Hygienic Practices for Food Safety

This accredited course covers basic food hygiene procedures including personal hygiene, food poisoning, high risk foods, cross contamination, safe food preparation and storage, temperature control, maintaining a clean work area, identifying food hazards, HACCP and reporting personal health issues. Upon successful completion participants will receive a statement of attainment for the nationally accredited unit of competency. Gain the skills and knowledge that meet the minimum requirements for food handling staff under Australian Food Standards Code, Standard 3.2.2, the requirement for staff to have the necessary knowledge of food safety and food hygiene matters. TOID NO. 21148.

Course: Online
Accredited: Yes
Fee: \$39* (Non-members \$47)
Duration: 3-4 hrs



FOOD SAFETY SUPERVISOR – NSW

SIRRFSA001 Handle Food Safely in a Retail Environment: or SITXFSA001 Use Hygienic Practices for Food Safety and SITXFSA002 Participate in Safe Food Handling Practices

This course is the minimum requirement by the NSW Food Authority where the business requires a certified Food Safety Supervisor. If a business has several locations they will need to have a qualified Food Safety Supervisor at each location who is reasonably available at all times. For this course participants will receive the NSW Food Safety Supervisor certificate PLUS a statement of attainment for the nationally accredited unit of competency. Upon successful completion participants are accepted as a qualified NSW Food Safety Supervisor in the retail area. TOID No. 21148.

Course: Online
Accredited: Yes
Fee: \$120* (Non-members \$150)
Duration: 4-6 hrs



FOOD SAFETY SUPERVISOR

SIRRFSA001 Handle Food Safely in a Retail Environment:

This course is the minimum requirement for most state and territories and/or councils where the business requires a certified Food Safety Supervisor. Upon successful completion participants will receive a statement of attainment for the nationally accredited unit of competency and are accepted as a qualified Food Safety Supervisor in the retail area. TOID No. 21148.

Course: Online
Accredited: Yes
Fee: \$85* (Non-members \$99)
Duration: 4-6 hrs



HOSPITALITY FOOD SAFETY SUPERVISOR

SITXFSA001 Use Hygienic Practices for Food Safety and SITXFSA002 Participate in Safe Food Handling Practices

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow premeditated procedures as outlined in a food safety program. The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation areas. This includes restaurants, cafes, clubs, hotels, function/events, cafeterias, kiosks, canteens and fast food outlets. It applies to food handlers who directly handle food during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen hands and food and beverage attendants.

Course: Online
Accredited: Yes
Fee: \$120.00 (Non-members \$150)
Duration: 4-6 hrs





Training delivered by Master Grocers Australia RTO 21148

FOOD SAFETY SUPERVISOR REFRESHER – NSW

NSW Food Safety Supervisor certificates expire 5 years from date of issue. Food Safety Supervisors holding a NSW Food Safety Supervisor certificate due to expire are required to complete this course and participants will need to provide a copy of their current certificate. This training course incorporates key focus areas as determined by the NSW Food Authority. Food businesses have 30 working days to ensure their appointed Food Safety Supervisor renews their training and obtains a new NSW Food Safety Supervisor certificate.

Course:	Online
Accredited:	No
Fee:	\$85* (Non-members \$99)
Duration:	3 hrs

ALLERGEN AWARENESS

Food allergy is an immune system response to a protein in food that the body mistakenly believes is harmful. A food allergy reaction can potentially be life threatening. The law in Australia requires food businesses to provide accurate information when a customer asks about potential allergens in the food they are served or sold. This non-accredited Allergen Awareness course has been designed to assist owners and staff in any food business to gain knowledge about food allergens and develop best practice procedures to minimise the risks for customers with food allergies.

Course:	Online
Accredited:	No
Fee:	\$25* (Non-members \$30)
Duration:	30 mins

BASIC FOOD HANDLING

This non-accredited course gives you a basic awareness of food safety covering food poisoning, cross contamination, personal hygiene, safe food storage and display. This course meets the minimum requirements for food handling staff under Australian Food Standards Code, Standard 3.2.2.

Course:	Online
Accredited:	No
Fee:	\$25* (Non-members \$30)
Duration:	30 mins



Responsible Service of Alcohol

Training delivered
by Master Grocers
Australia RTO 21148

RESPONSIBLE SERVICE OF ALCOHOL – ACT

SITHFAB002: Provide Responsible Service of Alcohol – It is mandatory for all staff (including Licensees and commercial permit holders, crowd controllers) who are involved in selling, offering or serving alcohol to have a current RSA certificate. Develop the skills and knowledge required to responsibly sell and serve alcohol and to satisfy the requirements of ACT legislation. Upon successful completion, participants will receive a statement of attainment for the nationally accredited unit of competency. ACT course approval number: RSA2011-011. TOID No. 21148. ACT legislation requires this course to be refreshed every three years.

Course: Online
Accredited: Yes
Duration: 3 hrs
Fee: \$45* (Non-members \$49)



RESPONSIBLE SERVICE OF ALCOHOL – VIC

It is mandatory for all staff who are involved in selling, serving or offering alcohol to have a current VCGLR RSA certificate. Develop the skills and knowledge required to responsibly sell and serve alcohol and to satisfy the requirements of Victorian State legislation. Upon successful completion, you will receive a certificate issued by the Victorian Commission for Gambling and Liquor Regulation VCGLR. This certificate is valid for 3 years. Participants must complete RSA refresher training online through the VCGLR website.

Course: Face to face
Accredited: No
Duration: 4 hrs
Fee: \$49 (Metro)
\$75 (Regional)

RESPONSIBLE SERVICE OF ALCOHOL REFRESHER – ACT

ACT Responsible Service of Alcohol certificate expires 3 years from date of issue. This course is designed for those people who have completed the full ACT Responsible Service of Alcohol course. In order to remain compliant you must complete this course and provide a copy of your current full course certificate. Upon successful completion you will receive a certificate of completion for ACT course approval number: RSA2011-011.

Course: Online
Accredited: No
Duration: 2 hrs
Fee: \$30* (Non-members \$35)

RESPONSIBLE SERVICE OF ALCOHOL – WA/QLD/SA

SITHFAB002: Provide Responsible Service of Alcohol – It is mandatory for all staff who are involved in selling, offering or serving alcohol to have a current RSA certificate. Develop the skills and knowledge required to responsibly sell and serve alcohol and to satisfy the requirements of State legislation. Upon successful completion, participants will receive a statement of attainment for the nationally accredited unit of competency. TOID No. 21148.

Course: Online
Accredited: Yes
Duration: 3 hrs
Fee: \$40* (Non-members \$49)





Workplace Health and Safety

ADMINISTER WORKPLACE HEALTH & SAFETY

It is essential for owners and managers to be able to implement and manage workplace health and safety policies and procedures in the workplace. All businesses have a legal obligation to ensure the health and safety of all customers and staff. Learn how to engage all stakeholders to participate, keep the correct records and ensure your workplace is safe.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 60 mins

HAZARD IDENTIFICATION & RISK MANAGEMENT

Recognising the hazards and risks in your workplace is essential to ensure a safe workplace. In this course you will learn the principles of hazard identification and risk assessment. Suitable for managers and supervisors.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 40 mins

EMERGENCY MANAGEMENT

Businesses are required to have an Emergency Management Plan. This course covers how to develop and implement your emergency plan along with training employees on their role and responsibilities in the case of an emergency.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 60 mins

STORE SECURITY

Learn how to reduce the risk of theft and robbery. Build a safer and more secure working environment by following basic security principles. Designed for everyone in the workplace.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 30 mins

MANUAL HANDLING

Many jobs involve some form of manual handling. This course will provide you with the knowledge to identify risks and follow procedures to minimise the risk of injury.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 45 mins

WORKPLACE HEALTH & SAFETY INDUCTION

Ensure you and your staff are trained in the basics of workplace health and safety. This course highlights staff member responsibilities, identifying risks and hazards and how all staff can participate in making the workplace safe.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 30 mins

WORKPLACE VIOLENCE, BULLYING & HARASSMENT

Suitable for both managers and employees this course provides information on what is workplace violence, bullying and harassment. Gain strategies and skills to assist with managing situations and incidents including what policies and procedures are required.

Course: Online
 Accredited: No
 Fee: \$10* (Non-members \$15)
 Duration: 30 mins



WORKPLACE HEALTH AND SAFETY COURSES

\$10 each OR bundle ALL Workplace Health and Safety Courses for just \$50.00!



General Courses

AFTER SALES CUSTOMER SERVICE

What services could you offer once the sale is made? Delivery, gift wrapping, exchange and refund, learn about how to extend your customer satisfaction by excellent after sale services.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

CASH HANDLING & TRANSPORT

A practical guide for people managing risks associated with handling and transporting cash. This includes managing the risk of robbery and armed hold ups. It is directed at businesses handling or transporting cash 'in-house', for example an employee or manager transporting cash from the workplace to a bank, rather than engaging a security provider for these services.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

CLEANING FLOORS

Learn the skills to ensure that you are not injured while cleaning floors. Such hazards to be aware of are, manual handling techniques, use of chemicals, slips, trips and falls.

Course: Online
Accredited: No
Fee: \$10 (Non-members \$15)
Duration: 20 mins

COACHING ON THE JOB

Employing people with the right skills and knowledge is important but it is not enough to make sure the business remains competitive. Ongoing training, whether it be external or "on the job," ensures your staff are ready for the next challenges. Learn how to identify training needs, how to arrange a training session, how to conduct a session and how to follow up after the session.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

COLLECTING TROLLEYS SAFELY

This course has been designed to provide you with information which will help protect your safety, and that of others, while collecting trolleys.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

CUSTOMER SERVICE – BASIC

Develop the skills and knowledge required to build relationships with customers. Suitable for all staff.

Course: Online
Accredited: No
Fee: FREE* (Non-members \$10)
Duration: 30 mins

CUSTOMER SERVICE – ADVANCED

Retail businesses flourish or die on the level of their customer service. Every lost customer becomes an opportunity for the opposition. This course covers improving communication, dealing with difficult customers, building confidence and improving attitudes.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 45 mins



DEALING WITH BREACHES

All businesses in Australia, whether big or small, are bound by legislation and industry guidelines in a range of areas. This includes taxation, health and safety, industrial relations, anti-discrimination, liquor licensing, tobacco displays and sales, consumer law, food safety and many more. This course aims to provide participants with the skills and knowledge to identify a breach in compliance requirements.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 60 mins

DELI SLICER

All employees using meat slicers should be trained in the correct procedures for their own safety. Meat slicers are electrically-powered machines typically equipped with a rotary blade, an on/off switch, a thickness adjustment, and a food holder or chute. Food slicers used in food service industries such as grocery stores, delicatessens and cafes can cause serious cuts and amputations when workers operate, perform maintenance, or clean the machines.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

DEVELOP PRIORITIES

Suitable for all staff – learn how to manage your workload, prioritise tasks and maximise professional development opportunities. Covers planning your own work schedule, setting goals and targets, delegating tasks and much more!

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 60 mins

DISPLAYS AND TICKETING

This course has been designed to provide you with an understanding of placing products and ticketing for display throughout stores and departments. This course will go through how stock should be presented to maximise sales, how to prepare for promotions/specials and the requirements and processes which apply to ticketing.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

HOUSEKEEPING

This course has been designed to help team members complete important tasks around the store which help keep it a safe and an inviting place for customers. It also covers various legal requirements placed on fresh food departments. Learn how to: maintain a clean work environment, maintain product and display standards, check scales and product weights, complete temperature checks, and markdown and dispose of stock.

Course: Online
Accredited: No
Fee: \$10 (Non-members \$15)
Duration: 20 mins

IMPLEMENT PRODUCT RECALL

At times it is necessary to recall products from sale; this course guides you through how to initiate and implement product recalls for a retail or wholesale business. Also covered are legislative obligations, voluntary recalls, communication and record keeping.

Course: Online
Accredited: No
Fee: \$10 (Non-members \$15)
Duration: 30 mins

General Courses – *continued*

LADDER SAFETY

All employees should be trained to use ladders in a way that fully meets the requirements for compliance with health and safety and manual handling legislation. Also conform to the manufacturer's instructions and precautions

Course: Online
Accredited: No
Fee: \$10 (Non-members \$15)
Duration: 15 mins

LEADERSHIP & MANAGEMENT

Effective leadership and management are critical to the success of a business. It sets the direction for the team, motivates and supports team members and puts in place systems to ensure the effective and efficient running of the business.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 20 mins

LOSS PREVENTION

Loss prevention has been designed to provide you with information about the potential causes of loss and approaches to loss prevention. You will learn how to identify potential causes of loss and prevent various types of shrinkage.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

MANAGE STORE FACILITIES

A successful store realises the importance of the whole customer experience which includes having well maintained, clean equipment and premises. Learn how to manage and develop a store and equipment maintenance programme, negotiate contracts, plan facility and space requirements.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 60 mins

MANAGING EMPLOYEES

One of the biggest assets to your business is your staff and this can also be one of the biggest costs. Learn how to calculate the right number of staff, define roles, monitor performance, set goals and motivate. Along with how to implement training, manage under-performance, conflicts, disputes and terminations. The course for every manager and supervisor – get the best out of your people and cut cost to your business.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

MANAGING PERFORMANCE

This course will provide you with guidance on promoting good performance in your workplace and addressing under-performance if it occurs. You will learn the practical steps to assist you to get the best out of your employees. For specific advice and assistance contact your employer association or legal advisor.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

MERCHANDISING

Learn how to increase sales by effective merchandising. Merchandising is not just about visual effect – managers and supervisors need to plan and develop strategies coordinating the whole merchandising team and consider the whole store.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 80 mins

MOVING PALLETS MANUALLY

Pallets are portable platforms on which to conveniently store and transport products. Often, they will need to be moved manually, but doing so incorrectly is a health and safety risk. Learn the correct procedures when moving pallets manually.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 15 mins

PACKING GROCERIES IN A BAG

Learn the knowledge and skills to pack customers grocery items correctly. Develop the skills to ensure that the customers shopping is packed in a safe manner to prevent damage.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 20 mins

PALLET JACK SAFETY

It is important to obtain training before the use of manual or motorised pallet jacks. This course will cover that correct way to use pallet jacks so as not to cause injury to yourself and others.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 20 mins

POINT OF SALE TRANSACTIONS

Learn the skills and knowledge on the procedures when using the point of sale system (POS) in a store. The course covers different forms of payment and general rules.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

PERFORM STOCK CONTROL

Stock is your biggest asset in the store and accurate stock control is essential to your profitability. Learn simple systems to keep control of your stock and to keep accurate records.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

PLANNING A PROMOTION

This course aims to provide the skills and knowledge required to run a promotion in your business. Covering such topics as the different types of promotional activities, store layout, advertising, product placement and pricing legislation.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 45 mins

POINT OF SALE – MAXIMISE YOUR SALE

The first and last area your customer sees is where they pay for the goods. Learn how to create a good customer experience. Covers the importance of customer service, equipment such as cash registers, housekeeping, signage and policies.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

PREVENTION OF FALLS FROM HEIGHTS

Most stores have items stored on shelves. Some risks are obvious when endeavoring to reach items other risks are not. Learn how to assess the hazards and risks. Suitable for all employees.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

PRICING

This course covers information on the fundamentals of pricing strategy and procedures.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

PRODUCT MANAGEMENT – COMPLYING WITH AUSTRALIAN CONSUMER LAW

An introduction to fair trading under Australian Consumer Law. Topics covered include the scanning code of practice, refunds, conducting business fairly and product recalls. Protect your business by training your staff in trading fairly. Suitable for managers and supervisors.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

RECEIVE AND STORE STOCK

This course has been designed to provide you with an understanding of the processes to follow when receiving deliveries, stock rotation, date coding, and storage of stock.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

SELL PRODUCTS & SERVICES

All staff in a retail store are in sales. Learn how to develop product knowledge, establish a rapport with your customer, close a sale and maximise sales opportunities. You may not think selling is your strongest skill but with this course discover how to build and develop your potential.

Course: Online
Accredited: No
Fee: \$10 (Non-members \$15)
Duration: 30 mins

SLIPS & TRIPS

The aim of this course is to assist in educating on the dangers of slips and trips within the workplace. It covers the topics of identifying and eliminating the risks from slips and trips.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

TOBACCO COMPLIANCE

Owners and managers are responsible for ensuring all new employees are provided with tobacco training prior to selling tobacco items. This course is state specific and covers the legal obligations of selling and advertising tobacco, non-tobacco smoking products, smoking accessories, e-cigarettes and e-cigarette accessories. Heavy fines and penalties apply for breaches of the Tobacco Act.

Course: Online
Accredited: No
Fee: FREE
Duration: 30 mins

WORKING EFFECTIVELY WITH OTHERS

Gain the skills and knowledge you need to work co-operatively with others and deal effectively with issues, problems and conflicts in the workplace. Suitable for all employees.

Course: Online
Accredited: No
Fee: \$10* (Non-members \$15)
Duration: 30 mins

Employment Law Seminars



Our Workplace Relations staff have vast experience in advising our members on a myriad of different workplace issues. We have helped hundreds of employers to overcome workplace problems.

MANAGING YOUR EMPLOYEES

It is important to understand the laws associated with managing employee issues. Learn how to deal with difficult employees and resolve workplace problems. Knowing the correct procedure to follow if termination of employment is required is vital so as to avoid costly court hearings. This seminar will provide you with the necessary information to establish a safe and productive workplace.

Learn how to:

- Deal with a problem employee;
- Resolve difficulties between employees
- Prevent bullying and harassment in the workplace
- Cope with mental illness issues
- Handle termination of employment
- Establish a productive workplace and much more!

Course:	Face to face
Accredited:	No
Duration:	4hrs
Time:	9am – 1pm

Retail Certificates

CERTIFICATE III IN RETAIL OPERATIONS – SIR30216

This qualification provides the skills and knowledge for an individual to be competent in retail operations. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets.

Course:	Blended
Accredited:	Yes
Fee:	Contact MGA
Duration:	Approximately 12 months



CERTIFICATE IV IN RETAIL MANAGEMENT – SIR40316

This qualification reflects the role of individuals who lead a frontline team and manage day-to-day operations of a retail store or department. Participants learn how to implement and deliver on organisational objectives and standards.

Course:	Blended
Accredited:	Yes
Fee:	Contact MGA
Duration:	Approximately 12 months



These courses are delivered by Australian Retailers Association (ARA) Retail Institute. TOID No 4049.

Course Directory

*Course times are approximate and the cost of courses are shown at discounted member prices.

FOOD SAFETY		
Accredited Basic Food Handling	3-4hrs	\$39
Food Safety Supervisor	4-6hrs	\$85*
Food Safety Supervisor – NSW	4-6hrs	\$120*
Food Safety Supervisor – NSW Refresher	3hrs	\$85*
Hospitality Food Safety Supervisor Course	4-6 hrs	\$120*
Allergen Awareness	30mins	\$25

RESPONSIBLE SERVICE OF ALCOHOL		
Responsible Serving of Alcohol – WA/ QLD/SA	3hrs	\$45*
Responsible Serving of Alcohol – ACT	3hrs	\$45*
Responsible Serving of Alcohol – ACT Refresher	2hrs	\$30*
Responsible Serving of Alcohol – VIC Metro	4hrs	\$49*

WORKPLACE HEALTH AND SAFETY		
Administer Workplace Health & Safety	60mins	\$10*
Hazard Identification & Risk Management	40mins	\$10*
Emergency Management	60mins	\$10*
Store Security	30mins	\$10*
Manual Handling	45mins	\$10*
Workplace Health & Safety Induction	30mins	\$10*
Workplace Violence, Bullying & Harassment	30mins	\$10*

GENERAL COURSES		
After Sales Customer Service	30mins	\$10*
Cash Handling & Transport	30mins	\$10*
Cleaning Floors	20mins	\$10*
Coaching on the Job	30mins	\$10*
Collecting Trolleys Safely	30mins	\$10*
Customer Service – Basic	30mins	FREE*
Customer Service – Advanced	45mins	\$10*
Dealing with Breaches	60mins	\$10*

GENERAL COURSES <i>continued.</i>		
Deli Slicer	30mins	\$10*
Develop Priorities	60mins	\$10*
Displays and Ticketing	30mins	\$10*
Housekeeping	20mins	\$10*
Implement Product Recall	30mins	\$10*
Ladder Safety	20mins	\$10*
Leadership & Management	20mins	\$10*
Loss Prevention	30mins	\$10*
Manage Store Facilities	60mins	\$10*
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Point of Sale – Maximise Your Sale	30mins	\$10*
Prevention of Falls from Heights	30mins	\$10*
Pricing	30mins	\$10*
Product Management	30mins	\$10*
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