

Features and Benefits for Retailer

- *89 online courses* - Develop your staff and strengthen shopper experience.
- *Run progress reports by employee or by store* - Instant snapshot of current skill levels, completion rates and compliance.
- *Staff learning plans* - Improves employee retention and engagement.
- *Mobile enabled* – Connect anywhere, anytime with Go.Learn our mobile app.
- *Cost: \$250 per store per year for all employees*

How to Get Started

Step 1 - Contact Metcash Training Academy 1300 361 787 or metcashtraining.academy@metcash.com

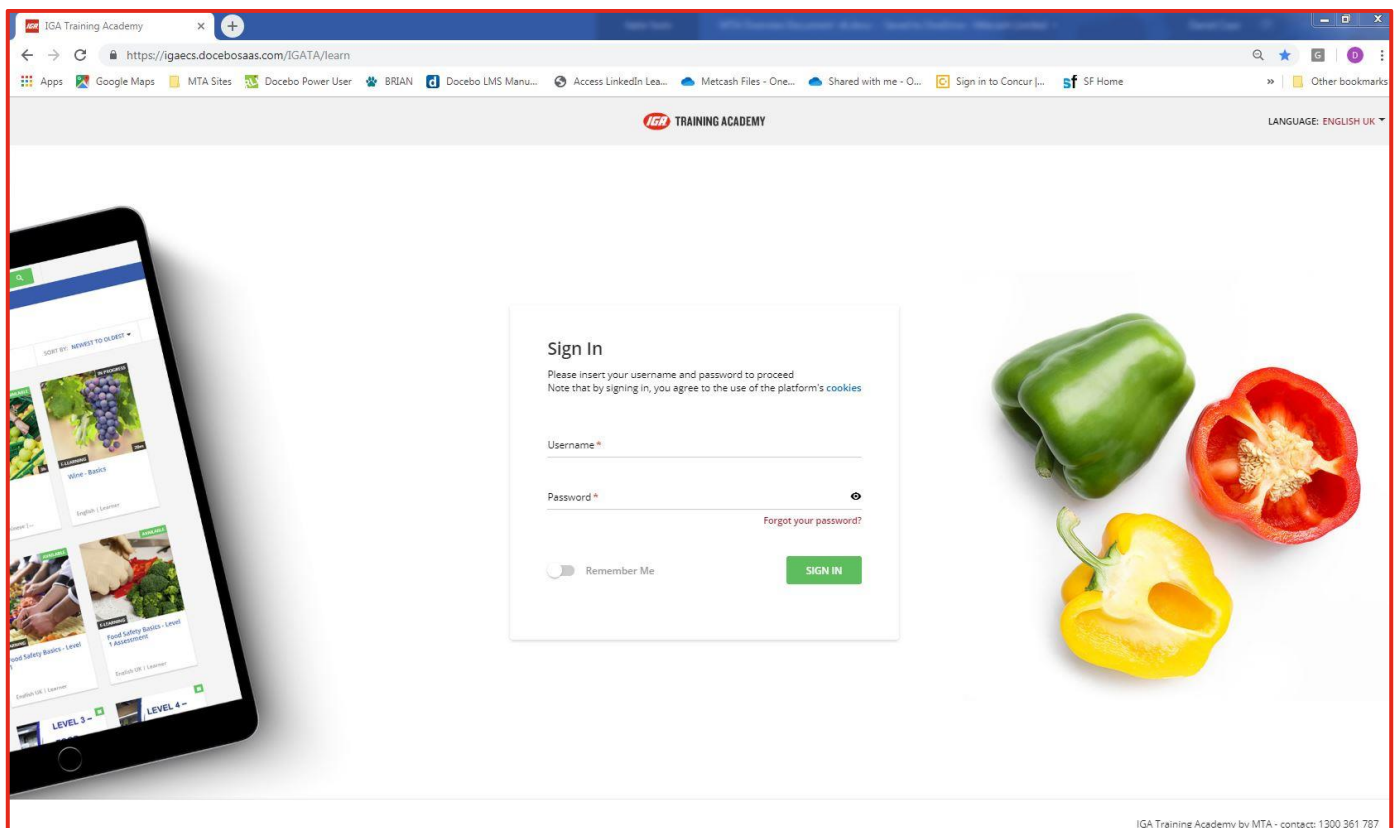
Step 2 - Receive the Account Creation - New User Form.

Step 3 - Complete the form electronically (**You will need all staff member names and email addresses**).

Step 4 - Email the completed form to metcashtraining.academy@metcash.com.

Step 5 - Store staff will personally receive an email (with their generated password) and directions on how to log in and get started. They can begin training modules immediately without store owner assistance.

Step 6 - Log in and start using the platform



Need Help?

- HELP DESK 8am-5.30pm EST
1300 361 787 or metcashtraing.academy@metcash.com

Current Online Course Offering

Core	Department Operations & Administration
IGA Induction	Receive and Store Stock
WHS and Manual Handling	Merchandising 1 Create Displays
Bullying and Harassment for Team Members	Merchandising 2 Monitor and Improve Displays
Customer Service Excellence	Merchandising 3 Manage Price Changes and Housekeeping
Loss Prevention	Merchandising 4 Layout and Presentation Standards
Housekeeping	Merchandising 5 Promotions
Displays and Ticketing	Financial Management 1 Introduction to Budgets
Compliance & Food Safety	Financial Management 2 Achieve Department Budgets
Level 1 Food Safety Basics & Assessment	Financial Management 3 Achieve Labour Budgets
Level 2 Food Handling and Processing & Assessment	Stock Management - Order Stock
Level 2 Bakery Department Food Safety	Stock Management - Stock Control
Level 2 Deli Department Food Safety	Operational Plans 1 Develop Operational Plans
Level 2 Meat Department Food Safety	Operational Plans 2 Monitor and Review Operational Plans
Level 2 Produce Department Food Safety	MTA Store Administrator Webinar
Level 3 Food Safety Monitoring & Assessment	WHS for Managers
Level 4 Food Safety Program Management & Assessment	Managing a Bullying Report Learning BITE
Fraud Prevention	WHS for Managers Learning BITE
Cigarettes and Tobacco Products	Lead a Team
Anti-discrimination Laws Learning BITE	Manage Team Plans
Australian Privacy Principles Learning BITE	Manage Teams
Workplace Health & Safety	Define Recruitment Requirements
Armed Holdup and Bomb Threats	Recruit, Assess, Select and Induct Staff
Manual Pallet Jack Safety	Make Recommendations for Improvements Learning BITE
Safe Trolley Collection	Minimise Potential Staff Problems
Safe Use of Equipment - Ladders and Carton Knives	People Performance 1 Develop Work Plans
WHS Hazardous Chemicals Learning BITE	People Performance 2 Assess Performance
Customer Service	People Performance 3 Manage Performance
Bagging Groceries	Emotional Intelligence 1 Develop Your Own EI
Build Product Knowledge Learning BITE	Emotional Intelligence 2 Respond to Emotions
Selling Skills - Grow Your Basket Learning BITE	Emotional Intelligence 3 Promote Emotional Intelligence
Gather Customer Feedback Learning BITE	Constructive Discussions Learning BITE
Fresh Departments	Personal Development
Bakery Knowledge Check Challenge	Coaching and Mentoring Learning BITE
Cheese Knowledge Check Challenge	Communicate for Engagement Learning BITE
Deli Knowledge Check Challenge	Complaints Handling Learning BITE
Meat Knowledge Check Challenge	Constructive Discussions Learning BITE
Opening and Closing a Fresh Department	Dealing with Difficult Customers Learning BITE
Produce Department Fruit Identification	Diversity in the Workplace Learning BITE
Produce Department Vegetable Identification	Effective Communication Learning BITE
Produce Knowledge Check Challenge	Listening Skills Learning BITE
Seafood Knowledge Check Challenge	Negotiating Skills Learning BITE
Par Bake Specialty Breads	Nonverbal Communication Skills Learning BITE
	Organisational Skills Learning BITE
	Plan Effectively Learning BITE
	Problem Solving Skills Learning BITE
	Questioning Skills Learning BITE
	Seek and Evaluate Feedback Learning BITE
	Setting Goals and KPIs Learning BITE
	Sustainability Learning BITE
	Time Management Learning BITE