

Training Package	Automotive Industry Retail, Service and Repair (AUR05)/Retail (WRR02)	HSC Requirements and Advice
Unit title	Operate retail equipment	
Unit code	Unit descriptor	HSC Indicative Hours
WRRCA1B	This unit involves the skills, knowledge and attitudes to operate a variety of retail equipment. It involves identifying the correct equipment required for a given task, maintaining retail equipment, applying keyboard skills and operating data entry equipment.	20

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical aspects of evidence	Underpinning skills and knowledge
<p>Competency in this unit <u>requires</u> evidence that the candidate:</p> <ul style="list-style-type: none"> • operates a range of store retail equipment according to store policy and procedures and industry codes of practice • operates and maintains a range of store retail equipment according to manufacturers' instructions and design specifications • applies store maintenance program and reports faults/problems • consistently applies safe work practices, in the operation and maintenance of store retail equipment, according to occupational health and safety legislation/regulations/codes of practice • reads and interprets operation manuals to solve routine faults/errors and maintains and uses the equipment effectively • uses keyboard skills to enter and edit data accurately • completes tasks in set time frame. 	<p>Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:</p> <p>Knowledge <u>of</u>:</p> <ul style="list-style-type: none"> • store policies and procedures, in regard to: <ul style="list-style-type: none"> - the operation of store retail equipment - maintenance of store retail equipment - reporting problems and faults • relevant legislation and statutory requirements • relevant occupational health and safety regulations • relevant industry codes of practice • purpose and impact of using electronic technology • operation and maintenance of store retail equipment • licensing requirements for carrying/moving merchandise (if applicable). <p>Skills <u>in</u>:</p> <ul style="list-style-type: none"> • completing tasks in set time frame • dealing with different types of transactions • following common fault finding procedures • operation and use of store retail equipment • literacy and numeracy skills in regard to: <ul style="list-style-type: none"> - reading store procedures for - operating equipment.

Context of Assessment

Assessment process	Integrated Competency Assessment	Resources required	Evidence Gathering Methods
<p>For valid and reliable assessment of this unit, evidence <u>should</u> be gathered through a range of methods to indicate consistent performance.</p> <p>It <i>can</i> be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.</p> <p>Evidence <u>should</u> be gathered as part of the learning process.</p>	<p>Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.</p> <p>The candidate will be <u>required to</u>:</p> <ul style="list-style-type: none"> • apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies • integrate knowledge and skills critical to demonstrating competence in this unit. <p>Unit WRRCA1B can be assessed with other units which make up a particular job function.</p>	<p>A real or simulated work environment.</p> <p>Relevant documentation, such as:</p> <ul style="list-style-type: none"> • store policy and procedure manuals • manufacturer’s instructions/operation manuals. <p>A range of store retail equipment.</p>	<p>Evidence <u>should</u> include products, processes and procedures from the workplace context or from a simulated work environment.</p> <p>Evidence <i>might</i> include:</p> <ul style="list-style-type: none"> • observation of the person in the workplace • a simulated role play • third party reports from a supervisor • customer feedback • answers to questions about specific skills and knowledge.

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where:

0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

How can communication of ideas and information be applied?	Reporting equipment faults to appropriate personnel will require the communication of ideas and information.	Level 1
How can information be collected, analysed and organised ?	Maintaining retail equipment according to store policy will require information to be collected, analysed and organised.	Level 1
How are activities planned and organised ?	Entering and editing information will require activities to be planned and organised.	Level 1
How can team work be applied?	Team work will be applied when reporting to other staff members.	Level 1
How can the use of mathematical ideas and techniques be applied?	Entering data will require the use of mathematical ideas and techniques.	Level 1
How can problem solving skills be applied?	Maintaining equipment and identifying faults will require problem solving skills.	Level 1
How can the use of technology be applied?	The use of technology will be applied when operating retail equipment.	Level 1

Element	Performance Criteria	Range of Variables
1 Maintain retail equipment	1.1 Purpose of equipment used in store/department identified accurately.	<p>The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.</p> <p>The following variables <i>may</i> include but are not limited to:</p> <ul style="list-style-type: none"> • Store policies and procedures <u>in regard to</u>: <ul style="list-style-type: none"> - store administration - clerical systems. • Retail equipment <i>may</i> include: <ul style="list-style-type: none"> - point of sales terminals - electronic bar coding equipment for price labelling and stocktaking - portable data entry - printers - electronic ordering equipment - wrapping and packing equipment such as shrink wrapping - equipment for carrying or moving merchandise - equipment for storage of merchandise including refrigerators - weighing machines - thermometers - dye tag removers - trolley return equipment - computers - scanners - numerical keyboard equipment including calculators. • Appropriate personnel <i>may</i> include: <ul style="list-style-type: none"> - supervisor - team leader - manager.
	1.2 Equipment operated according to design specifications.	
	1.3 Equipment faults identified and reported to appropriate personnel.	
	1.4 Maintenance program for retail equipment identified and applied according to store policy.	
2 Apply keyboard skills	2.1 Keyboard operated using typing techniques within designated speed and accuracy requirements.	
	2.2 Information entered and edited accurately.	
3 Operate data entry equipment	3.1 Data entered using relevant equipment according to store policy and procedures.	
	3.2 Price marking equipment operated according to manufacturer's instructions and store policy.	
	3.3 Data entered accurately and within designated time limits.	