

<b>Training Package</b>	Retail Services (SIR07)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Organise and maintain work areas</b>		
<b>Unit code</b>	<b>Competency field</b>	<b>Sector</b>	<b>HSC Indicative Hours</b>
<b>SIRXCLM001A</b>	Cleaning and Maintenance	Cross-Sector	<b>10</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	This unit requires the team member to demonstrate and apply knowledge of workplace policies, legislative requirements and manufacturer instructions in order to utilise tools, chemicals and equipment for the safe and efficient cleaning, organisation and maintenance of work areas. Frontline service personnel are responsible for this function.
<b>Employability Skills</b>	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Methods of assessment</b>	<b>Assessing Employability Skills</b>
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> <li>consistently applies housekeeping duties to work area, point-of-sale terminals, walkways, fixtures and display areas</li> <li>consistently applies safe work practices in the operation and maintenance of a range of cleaning and housekeeping equipment according to: <ul style="list-style-type: none"> <li>store policy and procedures</li> <li>OHS legislation, regulations and codes of practice</li> <li>industry codes of practice</li> </ul> </li> <li>manufacturer instructions and design specifications</li> </ul>	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> <li>a real or simulated work environment</li> <li>cleaning and store housekeeping equipment and materials</li> <li>relevant documentation, such as: <ul style="list-style-type: none"> <li>store policy and procedures manuals on housekeeping, cleaning and OHS</li> <li>manufacturer instructions and operation manuals on cleaning equipment and materials</li> <li>manual handling regulations and industry codes of practice</li> </ul> </li> <li>plant and equipment regulations.</li> </ul>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>observation of performance in the workplace</li> <li>a role play</li> <li>third-party reports from a supervisor</li> <li>customer feedback</li> <li>answers to questions about specific skills and knowledge</li> <li>review of portfolios of evidence and third-party workplace reports of on-the-job performance.</li> </ul>	<p>Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d</b>		<b>Methods of assessment cont/d</b>	
<ul style="list-style-type: none"> <li>• applies store housekeeping program for work area and reports faults and problems to relevant person or department</li> <li>• reads, interprets and applies manufacturer instructions for cleaning products, tools and equipment</li> <li>• completes tasks in set timeframe.</li> </ul>		<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• SIRXCOM001A Communicate in the workplace</li> <li>• SIRXIND001A Work effectively in a retail environment</li> <li>• SIRXOHS001A Apply safe working practices</li> <li>• SIRXICT001A Operate retail technology.</li> </ul>	

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- using and maintaining cleaning equipment
- using and storing chemicals, hazardous substances and flammable materials
- using electrical and other equipment safely
- literacy and numeracy skills in reading and understanding manufacturer instructions
- reading and understanding warning labels and instructions for the use of chemicals and hazardous substances.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
  - housekeeping
  - use and maintenance of store cleaning equipment
  - personal hygiene
  - waste disposal and environmental protection
  - reporting problems and faults
- relevant OHS regulations
- relevant labels to identify chemicals and hazardous substances, HAZCHEM labels
- manufacturer instructions for use of cleaning materials or hazardous substances
- manufacturer instructions for use of cleaning equipment
- relevant legislation and statutory requirements
- relevant industry codes of practice.

Element	Performance Criteria	Range Statement
1 Organise work area	1.1 Maintain <i>work areas</i> in a safe, uncluttered and organised manner according to <i>store policy and procedures</i> .	<p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording in the Performance Criteria is detailed below.</p> <p><b><i>Work areas</i></b> may include:</p> <ul style="list-style-type: none"> <li>• counters</li> <li>• benches</li> <li>• sinks</li> <li>• storage areas</li> <li>• point-of-sale terminals</li> <li>• point-of-sale areas</li> <li>• preparation areas</li> <li>• walkways and aisles</li> <li>• displays</li> <li>• fixtures and working surfaces.</li> </ul> <p><b><i>Store policy and procedures</i></b> may relate to:</p> <ul style="list-style-type: none"> <li>• housekeeping practices</li> <li>• personal hygiene</li> <li>• maintenance and storage of cleaning equipment</li> <li>• use and storage of cleaning chemicals</li> <li>• job descriptions and responsibilities</li> <li>• OHS</li> <li>• interaction with: <ul style="list-style-type: none"> <li>- customers</li> <li>- other team members</li> <li>- supervision and management.</li> </ul> </li> </ul>
	1.2 Carry out all <i>routines</i> safely, effectively and efficiently with minimum inconvenience to <i>customers</i> and <i>staff</i> according to store policy.	<p>Handling and cleaning <i>routines</i> may vary according to:</p> <ul style="list-style-type: none"> <li>• stock characteristics</li> <li>• industry codes of practice.</li> </ul> <p><b><i>Customers</i></b> may include:</p> <ul style="list-style-type: none"> <li>• new or repeat contacts</li> <li>• internal and external contacts</li> <li>• customers with routine or special requests</li> <li>• people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.</li> </ul> <p><b><i>Staff</i></b> may be:</p> <ul style="list-style-type: none"> <li>• management</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• other staff members</li> <li>• full-time, part-time, contract or casual staff</li> <li>• from within or outside own work team</li> <li>• from a range of social, cultural and ethnic backgrounds.</li> </ul>
2 Clean work area	1.3 Apply store policy and procedures for tidying work areas and placing items in designated areas.	
	2.1 Apply store policy and procedures for personal hygiene.	
	2.2 Apply store policy and procedures for cleaning of work area.	
	2.3 Remove and dispose of waste promptly according to store policy and <i>legislative requirements</i> .	<p><i>Legislative requirements</i> may include:</p> <ul style="list-style-type: none"> <li>• federal, state and local health and hygiene</li> <li>• waste removal</li> <li>• environmental protection</li> <li>• transport, storage and handling of goods</li> <li>• hazardous substances and dangerous goods</li> <li>• labelling of workplace substances</li> <li>• OHS</li> <li>• use of protective clothing and equipment.</li> </ul>
2.4 <i>Report</i> spills, food, waste, or other potential hazards to <i>relevant personnel</i> and remove from floors according to store policy and legislative requirements.	<p><i>Reporting</i> may be conducted:</p> <ul style="list-style-type: none"> <li>• face to face</li> <li>• by email</li> <li>• by phone</li> <li>• by fax.</li> </ul> <p><i>Relevant personnel</i> may include:</p> <ul style="list-style-type: none"> <li>• manager</li> <li>• area supervisor</li> <li>• team leader</li> <li>• colleagues.</li> </ul>	

Element	Performance Criteria	Range Statement
	2.5 Promptly display signage in regard to <i>unsafe areas</i> .	<p><i>Unsafe areas</i> may include:</p> <ul style="list-style-type: none"> <li>• spills</li> <li>• sharp edges</li> <li>• loose wiring</li> <li>• customer and public areas</li> <li>• staff-only areas.</li> </ul>
	2.6 Maintain equipment and consumable materials and store correctly after use.	
	2.7 Use and clean <i>tools and equipment</i> (including guards) according to manufacturer instructions and legislative requirements.	<p><i>Tools and equipment</i> may relate to:</p> <ul style="list-style-type: none"> <li>• point of sale</li> <li>• cleaning</li> <li>• display and promotion</li> <li>• food preparation</li> <li>• storage.</li> </ul>