

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Apply safe working practices		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRXOHS001A	Occupational Health and Safety	Cross-Sector	15

Unit descriptor	This unit encompasses the National Occupational Health and Safety Commission (NOHSC) guidelines for occupational health and safety. It describes the performance outcomes, skills and knowledge required to maintain a safe work environment for staff, customers and others. It involves observing basic safety and emergency procedures.
Prerequisite units	Nil
Application of the unit	This unit may apply to all retail personnel. It requires the team member to consistently apply safe working practices, including identifying and reporting faults and problems, according to OHS legislation and store policies. Knowledge of store policies and procedures with regard to emergency situations, evacuation or accident and illness should also be demonstrated.
Employability Skills	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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing Employability Skills
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> • applies safe working practices, in all areas of the store, according to OHS legislation and codes of practice • applies appropriate store policies and procedures and legislative requirements in regard to following basic safety procedures and for reporting faults and problems to relevant person, department and committee • identifies hazardous situations and rectifies where appropriate, or reports to the relevant personnel according to store 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> • a real or simulated work environment • suitable equipment and materials for lifting • relevant documentation, such as: <ul style="list-style-type: none"> - store policy and procedures manuals - manufacturer instructions and operation manuals - OHS regulations - legislation and statutory requirements • industry codes of practice. 	<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"> • observation of performance in the workplace • a role play • third-party reports from a supervisor • customer feedback • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third- 	<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>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d		Methods of assessment cont/d	
<p>policy and procedures</p> <ul style="list-style-type: none"> • reads, interprets and consistently applies manufacturer instructions for storage and use of hazardous goods • knows store policies and procedures with regard to emergency situations, evacuation or accident and illness in the store. 		<p>party workplace reports of on-the-job performance by the candidate.</p> <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"> • SIRXCOM001A Communicate in the workplace • SIRXIND001A Work effectively in a retail environment • SIRXCLM001A Organise and maintain work areas • SIRXICT001A Operate retail technology. 	

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • interpersonal communication skills to: <ul style="list-style-type: none"> - report unsafe work practices, faulty plant and equipment and incidents and accidents through clear and direct communication - share information - use and interpret non-verbal communication • locating and using safety alarms, fire extinguishers and emergency exits • identifying hazardous goods and substances • interpreting symbols used for occupational health and safety signage • storing and using chemicals and hazardous substances • handling broken or damaged equipment • manual handling procedures • using personal protective gear and equipment • appropriate waste disposal • literacy skills in regard to reading and interpreting instructions • numeracy skills in regard to estimating weights, size, quantities and mixtures. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • store policies and procedures, in regard to: <ul style="list-style-type: none"> - OHS and emergency procedures - state and territory legislation and regulations - rights and responsibilities of designated personnel responsible for health and safety in the workplace • relevant industry codes of practice • management of OHS in the workplace including: <ul style="list-style-type: none"> - communication and consultation processes - reporting procedures - manual handling procedures - interpreting symbols for OHS signage • first aid procedures • identification of hazards in the workplace, including: <ul style="list-style-type: none"> - managing broken or of faulty equipment - storage of dangerous goods and hazardous substances - fire, chemical and electrical hazards - spills and leakage of materials - waste - slip, trips and falls • controlling risks through the hierarchy of control, including: <ul style="list-style-type: none"> - eliminating hazards - isolating hazards - use of engineering controls - use of administrative controls • appropriate use of personal protective clothing. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • accidents, incidents and emergency situations • acts, regulations and codes of practice • appropriate person/s • consultation and participation • correct manual handling techniques • correct use/application of lifting equipment • cost of workplace injury • designated personnel • emergency and evacuation procedures • employer and employee responsibilities • first aid • hazards • hierarchy of risk control measures • manage dangerous goods and hazardous substances • material safety data sheets (MSDS) • monitoring, reporting and recording • occupational health and safety (OHS) • <i>Occupational Health and Safety Act 2000</i> (NSW) • <i>Occupational Health and Safety Regulations 2001</i> (NSW) • OHS policy and procedures • OHS representative/committee • OHS signs and symbols • risk management • safe work practices and procedures • safe working environment • safety alarms • seeking assistance • selection, use, maintenance and storage of personal protective equipment (PPE) • sources of information • unsafe work practices • weight limits • workplace injuries and their causes • workplace/company/store policy and procedures.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Observe basic safety procedures	1.1 Follow and maintain <i>safety procedures</i> to achieve a safe work environment in according to all relevant OHS legislation, including codes of practice, relating to particular hazards in the industry or workplace.	<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. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.</p> <p><i>Safety procedures</i> may include:</p> <ul style="list-style-type: none"> • hazard identification, e.g. workplace inspections • evacuation involving staff or customers • emergency, fire and accident procedures • personal safety procedures • stress management • procedures for the use of personal protective clothing and equipment • issue resolution procedures • reporting incidents and accidents in the workplace. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the cost of workplace injury:</p> <ul style="list-style-type: none"> • human • social • economic • organisational. <p>An awareness of sources of information regarding OHS in the workplace including:</p> <ul style="list-style-type: none"> • workplace/company/store policies and procedures • emergency plan • training manuals • operator's manuals • WorkCover NSW and Australian Safety and Compensation Council (ASCC) [formerly National Occupational Health and Safety Commission (NOHSC)] publications/safety alerts • legislation/regulations/codes of practice • manufacturer's specifications. <p>A basic awareness of the differences between:</p> <ul style="list-style-type: none"> • an act • a regulation • codes of practice. <p>A basic understanding of OHS legislation and codes of practice including:</p> <ul style="list-style-type: none"> • <i>Occupational Health and Safety Act 2000</i> (NSW) • <i>Occupational Health and Safety Regulations 2001</i> (NSW) • <i>Workers Compensation Act 1987</i> (NSW) and amendments • <i>Workplace Injury Management and Workers Compensation Act 1998</i> (NSW) • Codes of practice (WorkCover NSW) <ul style="list-style-type: none"> - OHS Consultation - Risk Assessment - Labelling of Workplace Substances - Storage and Handling of Dangerous Goods.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>An awareness of employer responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits • making arrangements to ensure the safe handling, storage and transport of plant and substances • providing and maintaining systems of work and work environments that are safe and without risks to health • providing information, instruction, training and supervision necessary to ensure the health and safety of employees • providing adequate facilities for the welfare of employees • must not require employees to pay for anything done or provided to meet the requirements of the Act or Regulation • must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare • must ensure the health and safety of visitors or people working who are not employees. <p>An awareness of employee responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • employees must take reasonable care of the health and safety of themselves and others • employees must cooperate with employers in their efforts to comply with occupational health and safety requirements • employees must not interfere with or misuse things provided for the health, safety or welfare of persons at work • employees must not obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work • employees must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety • employees must not disrupt workplace by creating false health or safety fears.

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			<p>An awareness of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • OHS induction training • selection, use and maintenance of personal protective equipment (PPE) • selection of appropriate tools for the task • correct use, maintenance and storage of tools and equipment • correct handling, application, labelling and storage of hazardous and non-hazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • location and use of safety alarms and emergency exits • correct use of fire fighting equipment: <ul style="list-style-type: none"> - fire blanket - fire extinguishers • hazard identification and risk control • basic first aid training and access to first aid kits • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, workplace/ company/store policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment. <p>Use and application of a range of PPE including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves • protective clothing • hearing protection • eye protection. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturer's specifications for use • correct fitting • serviceability. <p>Importance of correctly fitting PPE.</p>

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			<p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation/store policy and procedures:</p> <ul style="list-style-type: none"> • cleaning and decontamination • correct storage • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment. <p>Identification of potential hazards to:</p> <ul style="list-style-type: none"> • self • visitors • colleagues • customers • the general public. <p>A range of hazards including:</p> <ul style="list-style-type: none"> • tools and equipment <ul style="list-style-type: none"> - operation - maintenance - broken/faulty • manual handling • materials in use <ul style="list-style-type: none"> - spills - leakages • work processes/practices • work environment <ul style="list-style-type: none"> - poor/inadequate lighting - inadequate amenities - lack of storage and/or shelving - poor housekeeping - wet or slippery floors - fire, chemical and electrical hazards - exposed cables, extension leads and wires - damaged carpets - falling objects - noise - vibration - poor ventilation • working <ul style="list-style-type: none"> - alone - with electricity

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			<ul style="list-style-type: none"> • human factors <ul style="list-style-type: none"> - stress - violence/bullying - playing practical jokes - fatigue - failure to follow procedures - lack of training or experience - carelessness - poor personal health/hygiene - using wrong techniques/procedures - ignoring safety rules/signs - taking short cuts - knowingly using unsafe equipment/tools. <p>A basic understanding of risk management:</p> <ul style="list-style-type: none"> • identify hazards • assess associated risks • use appropriate control measures to eliminate or minimise risks • monitor and review the control measures. <p>A basic awareness of the hierarchy of risk control measures:</p> <ul style="list-style-type: none"> • Level 1 – eliminate the risk (such as discontinue the activity or not use the equipment) • Level 2 – minimise the risk by: <ul style="list-style-type: none"> - substituting the system of work/equipment (with something safer) - modifying the system of work/equipment (to make it safer) - isolating the hazard (such as introducing a restrictive work area) - introducing engineering control (such as point of sale monitor screens or rubber mats) • Level 3 – other controls: <ul style="list-style-type: none"> - adopt administrative controls and safe work practices - use personal protective equipment (PPE).
	<p>1.2 Identify and report <i>unsafe working practices</i>, including faulty <i>plant and equipment</i> according to <i>store policy and procedures</i>.</p>	<p><i>Unsafe working practices</i> may deal with but are not restricted to:</p> <ul style="list-style-type: none"> • sharp cutting tools and instruments • electricity and water 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of designated personnel in relation to hazard identification and control within the workplace/company/store.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> • damaged packing material or containers • toxic substances • inflammable materials and fire hazards • lifting practices • spillages • waste and debris • ladders • trolleys • broken or damaged equipment • glue guns • stress. <p>Checking <i>plant and equipment</i> may include:</p> <ul style="list-style-type: none"> • guarding of machinery • sharp cutting tools and instruments • broken or damaged equipment • damaged packing material or containers. <p><i>Store policy and procedures</i> related to OHS may deal with:</p> <ul style="list-style-type: none"> • federal, state or territory and local OHS legislation • basic safety procedures • emergency procedures • safe manual handling and lifting • dangerous goods • customers and staff • equipment and tools • premises • stock. 	<p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making. <p>How and when to report.</p> <p>A basic awareness of monitoring and reporting for OHS including:</p> <ul style="list-style-type: none"> • formal/informal • verbal • written <ul style="list-style-type: none"> - safety inspection reports - checklists - accident reports - WorkCover NSW notification - registers/logs/files. <p>Appropriate person(s) including:</p> <ul style="list-style-type: none"> • supervisor/team leader • manager • trainer • OHS representative/committee • union representative. <p>Selection and use of standard OHS signs and symbols including:</p> <ul style="list-style-type: none"> • legislative requirements • meaning of colour and shape • appropriate placement and positioning.
	<p>1.3 Manage dangerous goods and substances according to store policy and relevant legislation.</p>		<p>Learning experiences for the HSC must address:</p> <p>Interpretation of product labels and material safety data sheets (MSDS) for the safe preparation and use of dangerous goods and hazardous substances:</p> <ul style="list-style-type: none"> • directions and precautions for use • recommended dosage and dilution of chemicals • safe handling requirements • first aid • calculating quantity required

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			<ul style="list-style-type: none"> • disposal methods • suitable storage item/container. <p>How and where to obtain required MSDS.</p> <p>Appropriate storage of chemicals, hazardous substances and flammable materials including:</p> <ul style="list-style-type: none"> • secure storage • separate well lit and ventilated storeroom • sealed, labelled containers with direction for use and first aid directions • hazchem labels • always follow manufacturer's/enterprise instruction on containers • never mix chemicals. <p>A basic awareness of legislation including:</p> <ul style="list-style-type: none"> • <i>OHS Amendment (Dangerous Goods) Act 2003</i> (NSW) • <i>OHS Amendment (Dangerous Goods) Regulation 2005</i> (NSW). <p>Environmental considerations for dealing with waste including:</p> <ul style="list-style-type: none"> • recycling <ul style="list-style-type: none"> - paper-based products - plastic • approved disposal of <ul style="list-style-type: none"> - hazardous material - non-hazardous material.
	<p>1.4 Identify potential <i>manual handling</i> risks and manage tasks according to store policy.</p>	<p>Safe <i>manual handling</i> practices may include:</p> <ul style="list-style-type: none"> • lifting or shifting practices • use of equipment such as ladders and trolleys • job procedures. 	<p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques when:</p> <ul style="list-style-type: none"> • moving • lifting/carrying items <ul style="list-style-type: none"> - individually - in pairs - with a team • using tools/equipment • placing items down

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			<ul style="list-style-type: none"> • loading/unloading <ul style="list-style-type: none"> - into general storage - in/out of transport - to/from raised work area • working at heights • bending and twisting • using mechanical aids/lifting equipment • transferring hazardous materials • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p> <p>OHS considerations for the use and operation of lifting equipment including:</p> <ul style="list-style-type: none"> • danger to self and others • hazard identification and risk control measures • load restraints • qualifications/licence and training for the operator. <p>Correct use/application of lifting equipment for manual handling including:</p> <ul style="list-style-type: none"> • hand trolleys • motorised/hand pallet trucks (not sit on) • scissor lifts • hand carts. <p>An understanding of safe and secure placement of materials on moving/lifting equipment.</p>
	<p>1.5 Report work-related incidents and accidents to <i>designated personnel</i>.</p>	<p><i>Designated personnel</i> may include:</p> <ul style="list-style-type: none"> • safety representative • supervisor • team leader • manager. 	<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • accident • incident. <p>Causes of common workplace injuries including:</p> <ul style="list-style-type: none"> • lack of protection and safety equipment • slips, trips and falls • poor housekeeping • poor maintenance • inadequate lighting • spills • obstructions

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			<ul style="list-style-type: none"> • faulty or incorrect equipment • poor ergonomics • inadequate instruction, training and supervision • personal factors including stress, tiredness and inappropriate behaviour • unrealistic time frames • negligence • fatigue. <p>An awareness of a range of potential workplace injuries including:</p> <ul style="list-style-type: none"> • allergic reactions • dislocations and fractures • puncture wounds and cuts • sprains and strains • medical conditions including epilepsy, diabetes and asthma • poisoning and toxic substances • shock. <p>Measures to prevent common workplace accidents, injury or impairment including:</p> <ul style="list-style-type: none"> • following safety procedures accurately • adopting correct posture and manual handling techniques • taking adequate rest breaks • using PPE • correct use of chemicals and dangerous substances/ equipment • stress management techniques • safe use of tools, machinery and equipment • procedures to deal with emergency, fire and accidents • risk management.
	<p>1.6 Demonstrate <i>consultative processes</i> and follow procedures for OHS.</p>	<p><i>Consultative processes</i> may include:</p> <ul style="list-style-type: none"> • minutes from staff meetings, OHS meetings • identification of health and safety representatives • suggestions from staff for improving tasks and procedures. 	<p>Learning experiences for the HSC must address:</p> <p>An acknowledgement that OHS is everyone's responsibility in the workplace.</p> <p>The concept of 'participation' and 'consultation' as it relates to workplace safety and employee rights and responsibilities.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>An understanding of the election/formation, roles and responsibilities of the OHS representatives or committee in the workplace.</p> <p>A basic understanding of the roles and functions of key bodies involved in OHS including:</p> <ul style="list-style-type: none"> • WorkCover NSW • ASCC • local councils • unions • professional associations.
<p>2 Observe basic emergency procedures</p>	<p>2.1 Follow fire and <i>emergency procedures</i>, including store evacuation, according to store policy and relevant legislation.</p>	<p><i>Emergency procedures</i> may relate to:</p> <ul style="list-style-type: none"> • sickness • accidents • fire • storms and cyclones • store evacuation • armed hold up. 	<p>Learning experiences for the HSC must address:</p> <p>Emergency situations including:</p> <ul style="list-style-type: none"> • bomb threats • accidents/serious injury/illness • robbery • fire • armed hold-up • natural disasters. <p>Knowledge of emergency contact numbers:</p> <ul style="list-style-type: none"> • '000' – landline number • '112' – mobile phones. <p>How and when to seek assistance.</p> <p>Procedures to follow in the event of an emergency including:</p> <ul style="list-style-type: none"> • notification <ul style="list-style-type: none"> - appropriate authorities (emergency services and WorkCover NSW) - colleagues - supervisor • workplace/company/store policies and procedures <ul style="list-style-type: none"> - evacuate - secure building. • reporting. <p>An awareness of information required by emergency services attending the site including:</p> <ul style="list-style-type: none"> • location

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			<ul style="list-style-type: none"> • nearest cross-street • nature of the incident • number of casualties • nature of injuries • contact name and number. <p>A basic knowledge of:</p> <ul style="list-style-type: none"> • established first aid principles <ul style="list-style-type: none"> - DRABCD – danger, response, airway, breathing, CPR and defibrillator (if available) • generalised principles of first aid management <ul style="list-style-type: none"> - assessing location and nature of the work environment and emergency situation - minimising the risk of further injury or injury to others - minimising movement of the casualty - assessment of injuries - seeking assistance appropriate to situation including raising the alarm with emergency services and/or health professionals - locating and using available first aid equipment or other suitable alternative resources - providing essential first aid - providing basic life support measures (CPR) - reassuring casualty in a caring and calm manner - making casualty as comfortable as possible using available resources - monitoring patient’s signs of life such as: conscious, responsive, breathing normally, moving - monitoring unresolved dangers of the area where the injury occurred.
	<p>2.2 Identify designated personnel responsible for first aid and evacuation procedures.</p>		<p>Learning experiences for the HSC must address:</p> <p>A basic awareness of the primary role of personnel in an emergency including:</p> <ul style="list-style-type: none"> • first aid officer • safety officer/safety representative • OHS committee member • colleagues • manager • supervisor/team leader

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			<ul style="list-style-type: none"> • emergency services • WorkCover NSW • union representative.
	2.3 Accurately identify safety alarms.		