

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Pack and display meat products		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRRMER002A	Merchandising	Retail	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare, arrange and present meat products within the store. It includes the setting up and maintenance of displays, labelling and pricing stock. It also includes the packing, handling and storage of meat products.
Prerequisite units	SIRRFSA001A Apply retail food safety practices
Application of the unit	This unit requires the team member to demonstrate concise knowledge and application of store policy and food safety procedures, including legislative requirements, in all aspects of handling, preparing, displaying, ticketing and storing meat products in a retail environment. Frontline staff and supervisors are responsible for this role.
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"> consistently applies store policy and procedures in regard to hygiene and sanitation practices consistently applies store policy and procedures in regard to preparation, arrangement, presentation, handling and storage of meat products consistently applies store policy and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock displays merchandise on fixtures, shelves and display areas in determined locations 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a retail work environment ticketing equipment meat product preparation equipment products for preparation and display display materials and props cleaning equipment and materials relevant documentation such as: <ul style="list-style-type: none"> store policy and procedure manuals OHS industry codes of practice and relevant legislation manufacturer instructions and operation manuals for electronic ticketing equipment. 	<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 third-party reports from a supervisor customer feedback written or verbal questioning to assess knowledge and understanding review of portfolios of evidence and third-party workplace reports of on-the-job performance. 	<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>according to special manual handling techniques and other safety requirements</p> <ul style="list-style-type: none"> • prepares display labels and price tickets for merchandise according to store policies and procedures • operates, maintains and stores a range of electronic ticketing equipment according to: <ul style="list-style-type: none"> - store policy and procedures - industry codes of practice - manufacturer instructions and design specifications • arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements • identifies damaged, soiled or out of date stock and takes corrective action as required by store procedures • maintains display areas and replenishes stock as required according to store procedures • performs correct manual handling, storage and display techniques according to: <ul style="list-style-type: none"> - stock characteristics - industry codes of practice - OHS regulations - food safety practices. 		<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"> • SIRRFSA001A Apply retail food safety practices. 	

<p style="text-align: center;">Required Skills and Knowledge</p>		<p style="text-align: center;">HSC Requirements and Advice</p>
<p style="text-align: center;">This section describes the essential skills and knowledge and their level, required for this unit.</p>		
<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 temperature irregularities and convey ideas for store promotions to appropriate personnel through clear and direct communication - share information - use language and concepts appropriate to cultural differences - use and interpret non-verbal communication • use and maintenance of: <ul style="list-style-type: none"> - food preparation tools and equipment - electronic labelling and ticketing equipment - food storage and display units • completing tasks in set timeframe • literacy and numeracy skills in relation to: <ul style="list-style-type: none"> - reading and interpreting store procedures and guidelines - weighing and measuring of goods - machine or manual preparation of labels and tickets. 	<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"> - the sale of food items - merchandising, ticketing and pricing - correct storage of stock - principles of display - store promotional themes, advertising, catalogues and special offers - location of display areas - availability and use of display materials - stock rotation - stock replenishment - scheduling for building and rotating displays - correct manual handling techniques for protection of self and merchandise - correct storage procedures for labelling and ticketing equipment and materials • store meat product range • pricing procedures including GST requirements • preparation of meat products for display • placing and arranging meat products and maintaining displays • relevant OHS legislation and codes of practice • relevant legislation and statutory requirements, including food safety • relevant industry codes of practice. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • accurately weigh and price meat products • appropriate personnel • correct manual handling techniques • corrective action • cross-contamination • date code stock • defrosting meat products • deterioration • display materials and props • display meat products • food handling implements • food safety program • handle, wrap, package and store meat products • housekeeping • information on labels and tickets • labels and tickets • lay out products • legislative requirements • load bearing and load limit capacity • markdowns and reductions • meat preparation tools and equipment • meat product range • operation, use and maintenance of labelling and ticketing equipment • optimum stock levels • packaging materials • placement of merchandise and displays • prepare, arrange and present meat products • prepare, place, arrange and display labels and tickets • pricing structure • principles of display • product characteristics • promotional themes • quality assurance • recommended temperatures for storage of meat products • recording and reporting

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • recycling and waste disposal • retail design • safe work practices and procedures • schedule for building and rotating displays • seasonal promotions • setting up and maintaining displays • shelf life • signs of damaged, deteriorated, spoiled or out-of-date stock • special promotion areas • standard work activities/tasks • stock replenishment and rotation • storage of labelling and ticketing equipment and materials • storage and display units and fixtures • trimming and slicing • unpack meat stock • use, maintain, clean and store meat preparation tools and equipment • use, selection, maintenance and storage of personal protective equipment (PPE) • weight limits • workplace/company/store policy and procedures.
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Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare meat products	1.1 Identify products to be trimmed or sliced, and trim or slice according to product and <i>safety requirements</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. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.</p> <p><i>Safety requirements</i> may include:</p> <ul style="list-style-type: none"> • OHS • food safety. 	<p>Learning experiences for the HSC must address:</p> <p>Planning and preparation for display of meat products in a workplace/company/store.</p> <p>Knowledge of appropriate time frames for the completion of standard work activities/tasks.</p> <p>Knowledge of workplace/company/store meat product range.</p> <p>Workplace/company/store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • food safety program • preparation of meat products • handling of meat products • sale of meat products. <p>A basic awareness of current legislative requirements including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended). <p>A basic awareness of hygiene and food safety legislation regarding correct storage, handling and preparation of meat products including:</p> <ul style="list-style-type: none"> • <i>Food Act 2003</i> (NSW) (as amended) • <i>Food Regulation 2004</i> (NSW) • Food Standards Australia New Zealand (FSANZ) • Hazard Analysis Critical Control Point (HACCP). <p>Safe work practices in accordance with occupational health and safety (OHS) regulations, legislation and statutory requirements.</p> <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

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			<ul style="list-style-type: none"> • 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>1.2 Use trimming and slicing equipment safely and switch off after use, if applicable, according to legislative requirements and store policy and procedures.</p>	<p>Legislative requirements may include:</p> <ul style="list-style-type: none"> • OHS • pricing procedures including GST requirements • manual handling • consumer law • waste disposal • environmental protection • industry codes of practice • food safety regulations. <p>Store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • hygiene and sanitation practices and preparation, arrangement, presentation, handling and storage of meat products • maintenance and cleaning of equipment and working areas. 	<p>Learning experiences for the HSC must address:</p> <p>Use and maintenance of a range of meat preparation tools and equipment appropriate to work tasks.</p> <p>Safe work practices for using tools and equipment including:</p> <ul style="list-style-type: none"> • following standard operating procedures (SOP) and manufacturer’s specifications before, during and after use • risk management (identifying hazards and implementing control measures) • correct manual handling • appropriate use of PPE • regular servicing and maintenance • selection of appropriate tool for use • working with electricity in a safe manner • adequate ventilation • attaching appropriate safety guards where required. <p>Issues relating to the storage of tools and equipment including:</p>

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			<ul style="list-style-type: none"> • security • climatic effects • OHS considerations • stability • ease of access.
	1.3 Clean and store trimming and slicing equipment according to store procedures and legislative requirements.		
	1.4 Identify and prepare items to be defrosted according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of food safety in relation to defrosting meat products.</p>
2 Wrap and package meat products	2.1 Set up tubs, trays and <i>supplies for packing meat</i> according to store procedures.	<p><i>Supplies for packing meat</i> may include:</p> <ul style="list-style-type: none"> • polystyrene trays • soaker pads • clear plastic containers • plastic wrap • plastic bags • butcher paper. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of packaging materials including:</p> <ul style="list-style-type: none"> • boxes • crates • bags <ul style="list-style-type: none"> - paper - waxed paper • plastic wrap • butcher paper • soaker pads • trays <ul style="list-style-type: none"> - cardboard - foil - polystyrene • fastening items <ul style="list-style-type: none"> - adhesive tape - decorative ribbon - string.
	2.2 Weigh and price products according to store procedures.		<p>Learning experiences for the HSC must address:</p> <p>Skills in weighing, estimating and calculating costs relevant to the pricing of goods and services.</p>

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	<p>2.3 <i>Wrap and package</i> products to prevent <i>deterioration</i> or leakage according to legislative requirements and store procedures.</p>	<p><i>Wrap and pack</i> may include:</p> <ul style="list-style-type: none"> • pre-packaging • separating items to prevent cross-contamination • protection of items • covering to prevent deterioration of product. <p><i>Deterioration</i> of product may include:</p> <ul style="list-style-type: none"> • contamination • product life and use-by date • crushing • drying out. 	<p>Learning experiences for the HSC must address:</p> <p>Techniques for handling a range of meat products to prevent deterioration including:</p> <ul style="list-style-type: none"> • contamination • adulteration • staling • crushing • drying out • sweating.
	<p>2.4 Wrap and package products for display or for customer according to store procedures.</p>		<p>Learning experiences for the HSC must address:</p> <p>The selection and use of packaging/wrapping materials according to meat product characteristics for:</p> <ul style="list-style-type: none"> • protection of merchandise <ul style="list-style-type: none"> - fragile/delicate items - perishable items - bulk items • security of merchandise • transport/distribution • point of sale marking/promotion • company/store/brand promotion • gift/special wrapping.
<p>3 Lay out products</p>	<p>3.1 Unpack and remove meat stock from cooler according to with store procedures and legislative requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques for protection of self, others and stock when:</p> <ul style="list-style-type: none"> • moving stock • lifting/carrying • loading/unloading • working at heights • bending and twisting • using mechanical aids • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p>

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	<p>3.2 Place meat products in or on display units in determined locations.</p>		<p>Learning experiences for the HSC must address:</p> <p>Placement, presentation and storage of meat products in appropriate location according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures manual • supervisor/team leader instructions. <p>Storage/display of stock with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • food safety program • stability • OHS • security • optimum presentation • ease of access • time frame for storage.
	<p>3.3 Display and arrange meat products and replenish to achieve a balanced fully stocked appearance and promote sales.</p>		<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of:</p> <ul style="list-style-type: none"> • principles of display • retail design <ul style="list-style-type: none"> - elements and principles - trends. <p>Availability and use of a range of display materials and props.</p> <p>Set-up and maintenance of meat product displays.</p> <p>Workplace/company/store scheduling for building displays.</p> <p>Handling and display techniques according to:</p> <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice. <p>Workplace/company/store policy and procedures for maintaining/replenishing stock levels.</p>

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			Handling and display techniques according to: <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice.
	3.4 Ensure layout reflects advertising and seasonal promotions.		Learning experiences for the HSC must address: Knowledge of a range of store promotional themes including: <ul style="list-style-type: none"> • advertising • catalogues • special offers.
	3.5 Check meat products for freshness, quality and trimmed prior to placement on display.		Learning experiences for the HSC must address: Awareness of the role of employees in quality assurance relating to the provision of goods and services within the workplace/company/store.
	3.6 Identify damaged, deteriorated, spoiled or out-of-date stock and take corrective action as required according to store procedures and legislative requirements.	Corrective action may include: <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor and manager. 	Learning experiences for the HSC must address: An awareness of the signs of damaged, deteriorated, spoiled or out of date stock. Knowledge of when to take corrective action including: <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor/manager.
	3.7 Display and store meat products separately as required to avoid cross contamination according to store policy and legislative requirements.		Learning experiences for the HSC must address: A definition of: <ul style="list-style-type: none"> • cross-contamination.
	3.8 Place meat product range according to display units, fixtures, ticketing, prices or bar codes.		

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	3.9 Rotate meat products according to shelf life, use-by dates, store procedures and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>Stock rotation including:</p> <ul style="list-style-type: none"> • FIFO (first in first out). <p>Monitoring for slow-moving items.</p>
	3.10 Ensure presentation of meat products complies with product handling requirements , techniques and legislative requirements.	<p>Handling requirements may vary according to meat product characteristics including:</p> <ul style="list-style-type: none"> • perishable items • cooked and uncooked items • items requiring defrosting and freezing • separating items to enhance presentation and to prevent cross-contamination and spoiling • items requiring chilling and heating • wet and dry items. 	
	3.11 Actively support store promotions as required.		
	3.12 Identify ideas for store promotions and convey to appropriate personnel.		
4 Prepare display labels and tickets	4.1 Prepare labels and tickets for window, wall or floor displays, display units or products according to store policy.	<p>Labels and tickets may be provided or produced electronically or manually, and may include:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • price, ingredients, use-by-date or shelf life and nominal weight • recommended storage procedures • recommended intended use • nutritional information. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of labels and tickets and their use including:</p> <ul style="list-style-type: none"> • shelf ticket • shelf talker • written label • swing ticket • bar code • price board • header board. <p>Information on labels and tickets including:</p> <ul style="list-style-type: none"> • price • product detail(s) • special condition(s) • bonus/other offer(s).

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	4.2 Date code stock as required. 4.3 Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action. 4.4 Identify and ticket late mark-downs and reductions according to store policy. 4.5 Use and maintain electronic ticketing equipment according to design specifications.		Learning experiences for the HSC must address: Operation, use and maintenance of labelling and ticketing equipment: <ul style="list-style-type: none"> • manual • electronic.
	4.6 Maintain <i>store ticketing equipment</i> in a secure location.	<i>Store ticketing equipment</i> may include: <ul style="list-style-type: none"> • pricing gun • shelf tickets • shelf talkers • written or electronically produced labels • bar coding • price boards • header boards. 	Learning experiences for the HSC must address: Storage of labelling and ticketing equipment and materials with consideration for: <ul style="list-style-type: none"> • climatic effects • OHS • stability • security • ease of access.
5 Place, arrange and display price tickets and labels	5.1 Ensure tickets and labels are visible and correctly placed on products to conform according to legislative requirements and store procedures.		Learning experiences for the HSC must address: Skills in preparation and placement of labels and tickets: <ul style="list-style-type: none"> • manual • electronic. An awareness of details that may appear on a product label including: <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information.

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	5.2 Replace labels and tickets according to store policy.		
	5.3 Maintain correct pricing and clear information on products according to store procedures and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store pricing structure including:</p> <ul style="list-style-type: none"> • pricing procedures <ul style="list-style-type: none"> - inclusion/exclusion of Goods and Services Tax (GST) - price lists • sales reductions • discounted items/markdowns. <p>Correct placement of pricing and information on stock according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures • industry codes of practice • government regulations.
6 Maintain meat displays	6.1 Reset and dismantle special promotion areas.		
	6.2 Select meat products for display.		
	6.3 Ensure products are arranged and faced up as directed and according to layout specifications, load-bearing and load limit capacity of fixtures, display or storage units.	<p>Load bearing and load limit capacity may include:</p> <ul style="list-style-type: none"> • weight-bearing capacity • temperature maintenance. 	
	6.4 Identify, reset or remove unsuitable or out-of-date displays as directed.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store scheduling for rotating displays.</p>
	6.5 Identify optimum stock levels and replenish stock according to store policy.		

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	6.6 Maintain display areas in a clean and tidy manner.		<p>Learning experiences for the HSC must address:</p> <p>Housekeeping practices with proper consideration of the environment and OHS.</p> <p>An awareness of housekeeping practices including:</p> <ul style="list-style-type: none"> • cleaning • tidying • hygiene/sanitation • containment of loose stock. <p>An understanding of OHS guidelines and regulations relating to cleaning agents, chemicals/hazardous substances and cleaning equipment.</p>
	6.7 Remove excess packaging from display areas.		<p>Learning experiences for the HSC must address:</p> <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>Knowledge of workplace/company/store policy and procedures for waste disposal.</p>
7 Protect meat products	7.1 Identify and use correct handling, storage and display techniques according to stock characteristics and legislative requirements.		
	7.2 Identify protective clothing and equipment according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>Use and application of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves • protective clothing • eye protection.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<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> <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>7.3 Identify and use <i>implements for handling products</i> according to legislative requirements and store policy.</p>	<p><i>Implements for handling products</i> may include:</p> <ul style="list-style-type: none"> • gloves • tongs • knives • slicers. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the need for:</p> <ul style="list-style-type: none"> • change of implements between food items • frequent change of storage medium for serving implements.
	<p>7.4 Identify and maintain correct temperatures for <i>product range</i> according to legislative requirements and store procedures.</p>	<p>Store meat <i>product range</i> may include:</p> <ul style="list-style-type: none"> • beef • lamb • mutton • veal • pork • chicken • venison, kangaroo, emu and other game • special cuts • small goods • manufactured goods • value-added goods, e.g. ready-to-cook and marinated • individual serves • BBQ spits. 	<p>Learning experiences for the HSC must address:</p> <p>Awareness of appropriate temperatures for storage of meat products with consideration for:</p> <ul style="list-style-type: none"> • HACCP • ingredients/high risk products • optimum taste • length of storage.

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	7.5 Maintain and clean <i>storage and display units</i> according to store procedures.	<i>Storage and display units</i> may include: <ul style="list-style-type: none"> • window displays • freezers • refrigerated units and coolrooms • display fixtures, bins and cabinets • self-serve. 	
	7.6 Regularly check storage and display units to ensure products kept at recommended temperatures.		
	7.7 Report temperature irregularities to appropriate people without delay.		Learning experiences for the HSC must address: Records including: <ul style="list-style-type: none"> • formal/informal • written/verbal. Appropriate personnel including: <ul style="list-style-type: none"> • colleague • supervisor/team leader • manager • supplier/wholesaler/manufacturer.