

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Comply with legislative requirements affecting business activities		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRXGLC003A	Governance and Legal Compliance	Cross-Sector	25

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to operate a wholesale business in compliance with relevant legislation and other procedures affecting business activities.
Prerequisite units	Nil
Application of the unit	This unit reinforces legal compliance requirements for wholesale business, including the safe handling of product, non discriminatory behaviour and information security, and identifies other applicable legislation in the area of business operations.
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"> • implements and maintains product storage, transport and handling techniques according to legislative and policy requirements on a consistent basis • identifies, describes and demonstrates safe work behaviours • understands and adheres to diversity, equity and equal employment opportunity (EEO) principles • maintains security of work space, data and technology and equipment according to 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> • relevant documentation, such as: <ul style="list-style-type: none"> - relevant legislation and statutory requirements - information on the internal and external operating environment - business policy and procedures manuals • information on: <ul style="list-style-type: none"> - business operations - markets - competitors - products and services - suppliers. 	<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 • review of portfolio of evidence • written or verbal questioning to assess knowledge and understanding. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<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			
relevant legislative requirements <ul style="list-style-type: none"> • identifies, accesses and understands a range of relevant legal requirements, codes of practice and business policy with regard completion of job duties and functions. 			

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"> • literacy and numerical skills in relation to: <ul style="list-style-type: none"> - recording, storing and transferring information - reading and understanding a range of workplace documentation - posting special signs as required - reading and interpreting safety signs, manuals and instructions • planning and organising • prioritising work schedule • interpersonal communication skills to: <ul style="list-style-type: none"> - inform staff of risks associated with recalled products through clear and direct communication - share information - use language and concepts appropriate to cultural differences - use and interpret non-verbal communication • application of relevant legal principles • application of relevant product handling, transport and storage practices. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • business policy and procedures in relation to: <ul style="list-style-type: none"> - handling, storing and transporting dangerous or hazardous goods - handling, storing and transporting food - codes of conduct - approval processes - dealing with complaints and grievances • confidentiality and security requirements • relevant sources of information on product and supply arrangements for customers • equal employment opportunity (EEO), equity and diversity principles and practices • industry bodies • unions or employee associations • technical or management experts or advisers • Trade Practices and Fair Trading Acts • relevant commercial law and legislation • OHS aspects of job • relevant consumer law, commercial law and legislation. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • anti-discrimination • appropriate channels • approval processes • Australian Competition and Consumer Commission (ACCC) • business policy and procedures • code of conduct • codes of practice • compliance • confidentiality, privacy and security • correct manual handling techniques • cultural differences • dangerous or hazardous goods classification and labelling • disposal of unwanted dangerous or hazardous goods and materials • diversity • documentation and records • equal employment opportunity (EEO) • equity • grievance procedures • handle, transport and store dangerous or hazardous goods and materials • handle, transport and store food • interpretation of product labels and MSDS • legislative and government requirements • load limits • maintain information security • material safety data sheet (MSDS) • non-discriminatory behaviour • personal hygiene standards and practices • product labelling • promoting workplace diversity • recalled products • recording and reporting • risk management • safe work practices and procedures • safety signage and symbols

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • selection, use, maintenance and storage of personal protective equipment (PPE) • shelf life • sources of information on product and supply arrangements for customers • storage areas • tolerance and respect • <i>Trade Practices Act 1974</i> (Cth) (as amended) • transport and storage requirements • wholesale industry • workplace/company/store policy and procedures.
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Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Handle products according to safe practices</p>	<p>1.1 <i>Handle, store and transport dangerous or hazardous goods</i> according to business policy and procedures and relevant legislative requirements.</p>	<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>Handling, storage and transport of dangerous or hazardous goods</i> may include:</p> <ul style="list-style-type: none"> • transportation • storage • disposal • co location requirements • labelling and identification. <p><i>Dangerous or hazardous goods</i> may include:</p> <ul style="list-style-type: none"> • electrical equipment • chemicals • flammable goods • explosive goods • waste. 	<p>Learning experiences for the HSC must address:</p> <p>Safe work practices and procedures.</p> <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/minimise risks • monitor and review the control measures. <p>Selection, use, maintenance and storage of personal protective equipment (PPE) appropriate to work tasks.</p> <p>An awareness of dangerous or hazardous goods and materials in a wholesale industry environment including:</p> <ul style="list-style-type: none"> • chemicals • solvents • acids • flammable materials • explosive goods • waste products. <p>A basic awareness of the following:</p> <ul style="list-style-type: none"> • legislation <ul style="list-style-type: none"> - <i>OHS Amendment (Dangerous Goods) Act 2003</i> (NSW) - <i>OHS Amendment (Dangerous Goods) Regulation 2005</i> (NSW) • codes of practice <ul style="list-style-type: none"> - Control of workplace hazardous substances (2006) - Storage and handling of dangerous goods (2005). <p>Dangerous or hazardous goods classification and labelling.</p> <p>Safety signage and symbols used in relation to dangerous or hazardous goods and materials.</p>

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			<p>How and where to obtain required material safety data sheet (MSDS).</p> <p>Interpretation of product labels and MSDS for the safe handling of dangerous or hazardous goods and materials:</p> <ul style="list-style-type: none"> • identification of substance and ingredients • directions and precautions for use • recommended dosage and dilution • safe handling requirements • first aid • calculating quantity required • disposal methods • suitable storage item/container <p>Correct manual handling techniques.</p> <p>Correct handling, transport and storage of a range of dangerous or hazardous goods and materials.</p> <p>Dangerous or hazardous goods and materials transport requirements including:</p> <ul style="list-style-type: none"> • use of separate compartment from persons and foodstuffs • protection from extreme weather • undamaged containers • securing load • locking vehicle when not attended to prevent access by unknown persons • quantities that can be safely transported • groups that can be safely transported together • signage. <p>Considerations for the storage of dangerous or hazardous goods and materials including:</p> <ul style="list-style-type: none"> • secure storage • signage • separate, well lit and ventilated storeroom • concrete flooring and door sills • sealed, labelled containers with direction for use and first aid directions • hazchem labels.

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	<p>1.2 <i>Handle, store and transport food according to business policy and procedures and relevant legislative requirements.</i></p>	<p><i>Handling, storage and transport of food</i> may include:</p> <ul style="list-style-type: none"> • storage, including: <ul style="list-style-type: none"> - refrigeration - freezers - cool rooms - dry stores • refrigerated or frozen transport • food segregation • food packaging for storage • labelling of food • stock rotation • optimum maintenance of storage areas, including: <ul style="list-style-type: none"> - cleanliness - lighting - required temperatures - free from vermin or infestation - free from defects • optimum temperature management • ventilation of storage area • sanitation of storage area • disposal of damaged or spoiled supplies. <p><i>Food</i> may include:</p> <ul style="list-style-type: none"> • supplies received from both internal and external suppliers and maintained within a stock control system, including: <ul style="list-style-type: none"> - dry goods - hazardous foods - dairy goods - meat and seafood - poultry - fruit and vegetables - frozen goods. 	<p>Disposal of unwanted dangerous or hazardous goods and materials with due consideration to the environment and legislative requirements.</p> <p>Application of business policy and procedures and legislation in relation to handling, transport and storage of dangerous or hazardous goods and materials.</p> <p>Learning experiences for the HSC must address:</p> <p>Personal hygiene standards and practices.</p> <p>A basic awareness of food safety legislation regarding correct handling, storage and transport of food 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). <p>Handling, storage and transport of a range of food types.</p> <p>Food storage requirements including:</p> <ul style="list-style-type: none"> • location/storage area • packaging • labelling • segregation • stock rotation • disposal of damaged and/or spoiled food items. <p>A range of food storage areas including:</p> <ul style="list-style-type: none"> • refrigerator/cool room • freezer • dry store • transport vehicle/container. <p>Maintenance of food storage areas including:</p> <ul style="list-style-type: none"> • optimum temperature management • ventilation • cleanliness and sanitation • disposal of damaged or spoiled goods.

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		<p>Business policy and procedures may relate to:</p> <ul style="list-style-type: none"> • transport and storage of goods • labelling requirements • codes of conduct • interpersonal communication • dealing with complaints and grievances. <p>Relevant legislation and requirements affecting business operations may vary in relation to:</p> <ul style="list-style-type: none"> • types of products and services provided • size, type and location of business • business merchandise range • characteristics of specific products or services • varying levels of staff training • worksite specific context, variations and environments. 	<p>An awareness of:</p> <ul style="list-style-type: none"> • the need for load limits for storage area in order to maintain correct temperature • the effects of <ul style="list-style-type: none"> - breaking temperature curtain - blocking coils/air vents - overloading. <p>Food storage requirements and shelf life of a range of food items (from raw material to finished product) relevant to work tasks.</p> <p>Application of business policy and procedures and legislation in relation to handling, storage and transport of food.</p>
	1.3 Apply special sign-posting or labelling information for identified products.	<p>Identification may be by means of:</p> <ul style="list-style-type: none"> • product labels • industry and regulatory authorities • internal business experts • prevailing codes and practices. 	
2 Model non-discriminatory behaviour	2.1 Ensure application of relevant industrial, equal employment opportunity (EEO), anti-discrimination and related legislative provisions and business codes of conduct in work practices, interaction with others and behaviour.		<p>Learning experiences for the HSC must address:</p> <p>Reciprocal rights and responsibilities of employers and employees in relation to EEO and anti-discrimination.</p> <p>An awareness of:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures designed to prevent discrimination and harassment in the workplace • legal ramifications of inappropriate workplace conduct • recourse in the event of inappropriate conduct <ul style="list-style-type: none"> - reporting complaints - grievance procedures - disciplinary action.

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	2.2 Acknowledge and respect <i>diversity</i> .	<p><i>Diversity</i> covers differences, <u>including</u>:</p> <ul style="list-style-type: none"> • cultural • racial • intellectual • ethnic background • physical • gender • languages • customs • age • sexual preferences • religious beliefs. 	<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of the concepts of:</p> <ul style="list-style-type: none"> • diversity • equity. <p>An understanding for the need for tolerance and respect in the workplace.</p> <p>The importance of respecting individual difference arising from diversity.</p> <p>An awareness of elements of cultural differences including:</p> <ul style="list-style-type: none"> • interpersonal relations • festival/celebrations • family structure/obligations • language • religion • customs • social values • work ethic • communication • product/service preference. <p>Proactive strategies for promoting workplace diversity and accommodating individual differences in the workplace including:</p> <ul style="list-style-type: none"> • staff training • utilising an individual's difference/skills • using a range of communication media and techniques • promoting cultural celebrations and celebrating differences • actively seeking to break down barriers • developing a workplace culture of empathy and tolerance. <p>An awareness of business opportunities afforded from cultural diversity including:</p> <ul style="list-style-type: none"> • alternate marketing channels • expanded markets – both national and international • export opportunities

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	2.3 Utilise <i>appropriate channels</i> to report and action <i>grievances or complaints</i> against individual behaviour or practices.	<p><i>Appropriate channels</i> may include:</p> <ul style="list-style-type: none"> • verbal reports • written reports • presentations • informal and formal meetings. <p><i>Grievances or complaints</i> may be reported by:</p> <ul style="list-style-type: none"> • management • staff • staff representative • customers. 	<ul style="list-style-type: none"> • staff with a variety of language skills - improved customer service - assistance when dealing with suppliers.
3 Maintain information security	3.1 Record , store and transfer information according to legislative and business requirements.	<p>Record may refer to:</p> <ul style="list-style-type: none"> • purchase requests and orders • tender submissions and proposals • invoices and payment requests • statements and petty cash vouchers • offer and contract documents • evaluation process documentation • records of authorised officers' decisions • corporate credit card transaction statements • records of supplier performance • financial statements • asset registers • records of conversation • human resources files. 	<p>Learning experiences for the HSC must address:</p> <p>A range of workplace documentation and records as appropriate to the wholesale business/company.</p> <p>Business/company/industry standards for workplace documentation including:</p> <ul style="list-style-type: none"> • format • style • language <ul style="list-style-type: none"> - clear - concise - directive - purposeful - correct - culturally sensitive - jargon-free • details required. <p>Sources of information on product and supply arrangements for customers including:</p> <ul style="list-style-type: none"> • industry associations and organisations • industry journals/publications • the internet • policy and procedure manuals • personal observations and experience

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			<ul style="list-style-type: none"> • industry contacts, mentors and advisors • colleagues, supervisor/team leader and/or manager • industry functions. <p>A knowledge of business/company/workplace approval processes including:</p> <ul style="list-style-type: none"> • that which can be provided on verbal approval • that which requires written/signed approval <ul style="list-style-type: none"> - workplace documentation to be completed - authorised person/s for signature.
	3.2 Administer access to records according to legislative and business requirements.		
4 Adhere to relevant legislation and government requirements.	4.1 Determine <i>relevant legislation and government requirements</i> affecting business operations.	<p>Relevant legislation and government requirements may include:</p> <ul style="list-style-type: none"> • food safety regulations • OHS • environmental protection legislation • awards and agreements • waste disposal • hazardous substances and dangerous goods • product labelling • manual handling • confidentiality and privacy • Trade Practices Act • transport, handling and storage of goods • equal employment opportunity (EEO) • anti discrimination • unfair dismissal • workplace relations. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of legislation and government requirements as appropriate to the wholesale business/company/workplace including those related to:</p> <ul style="list-style-type: none"> • occupational health and safety (OHS) • environmental protection • awards and agreements • confidentiality and privacy • unfair dismissal • workplace relations • recalled products. <p>An understanding that legislation and government requirements affecting wholesale business operations will vary according to:</p> <ul style="list-style-type: none"> • size, type and location of business • product and service range and their characteristics • varying levels of staff training • workplace-specific context, variations and environments. <p>Wholesale business/company/workplace code of conduct to assist employees to undertake their duties in compliance with common areas of law.</p>

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	4.2 Determine Trade Practices Act requirements and provisions.		Learning experiences for the HSC must address: <i>Trade Practices Act 1974 (Cth) (as amended).</i>
	4.3 Detail Trade Practices Act requirements covering specific workplace duties.		
	4.4 Detail role of Australian Competition and Consumer Commission.		Learning experiences for the HSC must address: Australian Competition and Consumer Commission (ACCC) www.accc.gov.au
	4.5 Ensure product labelling meets legislative requirements.		
	4.6 Maintain confidentiality and security of all data and information required to address legislative and business policy and requirements.		Learning experiences for the HSC must address: Knowledge of confidentiality and security requirements, policy and procedures for the wholesale business/company/workplace. An awareness of record confidentiality and security as: <ul style="list-style-type: none"> • a means of competitive advantage • a core part of business/company/workplace intellectual property.