<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail WRR02</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
<td>Operate Retail Equipment</td>
</tr>
<tr>
<td><strong>Unit Code</strong></td>
<td>WRRCA1B</td>
</tr>
<tr>
<td><strong>Unit Descriptor</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Skill Area</strong></td>
<td>Clerical Administration</td>
</tr>
<tr>
<td><strong>HSC Indicative Hours:</strong></td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Element Of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
<th>HSC Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Maintain retail equipment</td>
<td>1.1 Purpose of equipment used in store/department identified accurately</td>
<td>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: Knowledge of: • Store policies and procedures, in regard to: - 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)</td>
<td>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 Competency in this unit requires evidence that the candidate: • 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.</td>
<td>Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to: • the purpose of typical equipment in a retail environment – point of sale, stock control, pricing, ordering, product identification, security, information records, inter-store communication, warehouse • general procedures for the operation and maintenance of equipment. • Codes of Practice – OH &amp; S regulations, Food Act with regards to the operation of equipment in a range of stores • familiarity with typical functions on a point of sale keyboard and their usage – discounts, refunds, amount tendered, change, total, sub-total • knowledge of various electronic/numeric data entry equipment for pricing and ordering stock</td>
</tr>
<tr>
<td>2 Apply keyboard skills</td>
<td>2.1 Keyboard operated using typing techniques within designated speed and accuracy requirements.</td>
<td>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: Knowledge of: • Store policies and procedures, in regard to: - 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)</td>
<td>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 Competency in this unit requires evidence that the candidate: • 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.</td>
<td>Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to: • the purpose of typical equipment in a retail environment – point of sale, stock control, pricing, ordering, product identification, security, information records, inter-store communication, warehouse • general procedures for the operation and maintenance of equipment. • Codes of Practice – OH &amp; S regulations, Food Act with regards to the operation of equipment in a range of stores • familiarity with typical functions on a point of sale keyboard and their usage – discounts, refunds, amount tendered, change, total, sub-total • knowledge of various electronic/numeric data entry equipment for pricing and ordering stock</td>
</tr>
<tr>
<td>Element Of Competency</td>
<td>Performance Criteria</td>
<td>Underpinning Skills and Knowledge</td>
<td>Evidence Requirements</td>
<td>HSC Requirements</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>3  Operate data entry equipment</td>
<td>3.1 Data entered using portable data entry equipment according to store policy and procedures.</td>
<td>Skills in:</td>
<td>Reads and interprets operation manuals to solve routine faults/errors and maintains and uses the equipment effectively.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Price marking equipment operated according to manufacturers instructions and store policy.</td>
<td>• Completing tasks in set time frame</td>
<td>• Uses keyboard skills to enter and edit data accurately.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Data entered accurately and within designated time limits.</td>
<td>• Dealing with different types of transactions</td>
<td>• Completes tasks in set time frame.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Following common fault finding procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Operation and use of store retail equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Literacy and numeracy skills in regard to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- reading store procedures for operating equipment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### RANGE OF VARIABLES

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 work contexts.

The following variables may be present:

- **Store policies and procedures in regard to:**
  - store administration
  - clerical systems

- **Retail equipment may include:**
  - 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 may include:**
  - supervisor
  - team leader
  - manager
Context of Assessment

Assessment Process
For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance. It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.
Evidence should be gathered as part of the learning process.

Integrated Competency Assessment
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.
The candidate will be required to:
- 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.
Unit WRRCA1B can be assessed with other units which make up a particular job function.

Evidence Gathering Methods
Evidence should include products, processes and procedures from the workplace context or from a simulated work environment. Evidence might include:
- 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.

Resources Required
- A real or simulated work environment
- Relevant documentation, such as:
  - store policy and procedure manuals
  - manufacturer’s instructions/operation manuals
- A range of store retail equipment

Related learning for the HSC
Delivery of this unit may be integrated with other units including:
WRRER1B  Work effectively in a retail environment
WRRLP1B  Apply safe working practices
WRRM2B  Perform routine housekeeping duties
WRRCS1B  Communicate in the retail workplace.

Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. These could include:
- Mathematics
- Business Services

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.

Resources that may be used in training and assessment for this unit:
- Board of Studies – Retail Support Document
- National Retail Training Materials – Certificate II in Retail Operations – Curriculum - Module RET 006 – Operate Retail Equipment
- National Retail Training Materials – Learners Guide – Operate Retail Equipment
- National Retail Training Materials – Guide to Assessment Activities
- Materials developed by Registered Training Organisations
- Manufacturers’ manuals
- Equipment catalogues
- Various commercially produced materials
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.

<table>
<thead>
<tr>
<th>Key Competency</th>
<th>Example of Application</th>
<th>Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can <strong>communication of ideas and information</strong> be applied?</td>
<td>Reporting equipment faults to appropriate personnel will require the communication of ideas and information.</td>
<td>1</td>
</tr>
<tr>
<td>How can <strong>information be collected, analysed and organised</strong>?</td>
<td>Maintaining retail equipment according to store policy will require information to be collected, analysed and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How are <strong>activities planned and organised</strong>?</td>
<td>Entering and editing information will require activities to be planned and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How can <strong>team work</strong> be applied?</td>
<td>Team work will be applied when reporting to other staff members.</td>
<td>1</td>
</tr>
<tr>
<td>How can the use of <strong>mathematical ideas and techniques</strong> be applied?</td>
<td>Entering data will require the use of mathematical ideas and techniques.</td>
<td>1</td>
</tr>
<tr>
<td>How can <strong>problem-solving skills</strong> be applied?</td>
<td>Maintaining equipment and identifying faults will require problem-solving skills.</td>
<td>1</td>
</tr>
<tr>
<td>How can the <strong>use of technology</strong> be applied?</td>
<td>The use of technology will be applied when operating retail equipment.</td>
<td>1</td>
</tr>
</tbody>
</table>