<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail</th>
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<td><strong>Title:</strong></td>
<td><strong>Perform Routine Housekeeping Activities</strong></td>
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<tr>
<td><strong>Unit Code</strong></td>
<td><strong>Unit Descriptor</strong></td>
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Perform Routine Housekeeping Activities

### Unit Code
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This unit involves the application of personal hygiene practices by staff members and the organisation, tidiness and cleanliness of the workplace.

### Skill Area
Merchandising

### Phase
A

### HSC Indicative Hours:
15

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<tr>
<th>Element Of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
<th>HSC Requirements</th>
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<tr>
<td>M.2.1 Organise Work Area</td>
<td>Counter, preparation area, point of sales area, and walkways maintained in a sale, uncluttered and organised manner according to store policy. All routines carried out safely, effectively and efficiently with minimum inconvenience to customers and staff, according to store policy. Store policies and procedures for tidying of fixtures, point of sale terminals, displays, preparation areas and aisles, and placing items in designated areas applied.</td>
<td>The following knowledge, understanding and skills are essential to perform work to the required standard in this unit. Operational knowledge of store policies and procedures, in regard to:  housekeeping  use and maintenance of store cleaning equipment  personal hygiene  waste disposal and environment protection  reporting problems and faults. Basic operational knowledge of relevant:  occupational health and safety regulations including manual handling and hygiene and sanitation  labels used to identify chemicals and hazardous substances/HAZCHEM labels  manufacturers’ instructions for use of cleaning materials or hazardous substances</td>
<td>Critical Aspects of Evidence  Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit:  consistently applying housekeeping duties to work area, point of sales terminals, walkways and fixtures/display areas  consistently applying safe work practices in the operation and maintenance of a range of cleaning/housekeeping equipment according to:    - store policy and procedures    - occupational health and safety legislation/regulation/codes of practice    - industry codes of practice    - manufacturers’ instructions and design specifications    - applying store housekeeping program of work area and reporting of faults/problems to relevant person/department</td>
<td>Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to:  importance of housekeeping – safety, customer impression, store image  safe practices for point of sale, counters, aisles and displays  protocols for cleaning and identifying individual responsibilities  operation, maintenance and storage of cleaning equipment in accordance with enterprise policy and manufacturers’ instructions  procedures for identifying, reporting and dealing with hazards or problems  legislative and regulatory requirements – occupational health and safety, self-presentation, hygiene  environmentally responsible waste disposal policies and practices</td>
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| M.2.2 Clean Work Area | • Store policies and procedures for personal hygiene applied.  
  • Store policies and procedures applied for cleaning of work area.  
  • Waste promptly removed and disposed of according to store policy.  
  • Spills, food, waste, or other potential hazards removed from floors according to store policy.  
  • Signage promptly displayed in regard to unsafe areas, eg spills  
  • Equipment and consumable materials maintained and stored correctly after use.  
  • Tools and equipment (including guards) cleaned and used in accordance with manufacturer’s instructions and government requirements. | • manufacturers’ instructions for use cleaning equipment  
  • legislation and statutory requirements, including consumer law  
  • industry codes of practice, including:  
    − Supermarket Scanning Code  
    − Jewellery and Timepieces Industry Code  
  Operational skills and techniques in:  
  • use and maintenance of cleaning equipment  
  • use and storage of chemicals, hazardous substances and flammable materials  
  • safe use of electrical and other equipment  
  • planning and organising activities.  
  Literacy and numeracy skills in reading and understanding manufacturer’s instructions | • applying store housekeeping program of work area and reporting faults/problems to relevant person/department  
  • reading, accurately interpreting and consistently applying manufacturers’ instructions for cleaning products, tools and equipment  
  • completing tasks in set time frame. | Key terms and concepts  
  • housekeeping policy  
  • hazards  
  • stock storage  
  • stock rotation  
  • hazard signage  
  • industry codes of practice  
  • schedules/checklists  
  • personal hygiene and presentation  
  • waste disposal  
  • recycling |
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Range of Variables
The range of variables statement provides details of the scope of the elements and performance criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The range of variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:
- Store policies and procedures in regard to routine housekeeping practices.
- Size and type of store.
- Store merchandise and service range.
- Types of equipment used in store.
- Routine housekeeping may include tidying and cleaning of counters, benches, sinks, preparation areas, walkways, fixtures and other working surfaces.
- Maintenance and storage of cleaning equipment.
- Use and storage of cleaning chemicals.
- Handling and cleaning techniques may vary according to stock characteristics and industry codes of practice.
- Routine or busy trading conditions.

Method and Context of Assessment

This section should be read in conjunction with the Qualifications, Section 3.4 and the Assessment guidelines, Section 3 of the National Retail Training Package.

What assessment is appropriate, what evidence should be gathered, how competence is required to be demonstrated and where assessment (on job, off job) should be undertaken for this unit are set out below:

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element and unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies.

In order to ensure consistency of performance, evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of retail situations.

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

Assessment activities may also include written or verbal short answer testing, multiple-choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.
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Unit Assessment

Evidence is most relevant when provided through a holistic assessment activity that integrates the elements of competency for each unit.

The unit assessment activity will require the candidate to gather evidence of ability to:
- apply knowledge and skills which underpin the process required to demonstrate competence, including the appropriate key competencies
- integrate knowledge and skills critical to demonstrating competence in this unit.

In the activity for M.2: Perform Routine Housekeeping Duties, the candidate will demonstrate the ability to apply to organise the work area and perform effective routine housekeeping procedures in a range of retail situations.

Unit assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.

Interdependent Assessment of Units (Integrated Competency Assessment)

The pattern and selection of units of competency for the Certificate II in Retail Operations are set out in the Qualifications, Section 3.4 of the National Retail Training Package.

To facilitate the assessment process within each qualification, units of competency have been grouped into phases of inter-related units. Each phase is assessed through an Integrated Competency Assessment activity to assure that appropriate holistic assessment occurs for each group of inter-related units of competency.

Unit M.2: Perform Routine Housekeeping Duties in a Phase A unit within Certificate II in Retail Operations. All Phase A units are essential. The other Phase A units are:

| CS1: Communicate in the Workplace |
| ER.1: Work Effectively in a Retail Environment |
| LP.1: Apply Safe Working Practices |
| CA.1: Operate Retail Equipment |

Each Integrated Competency Assessment activity is based on a theme that focuses the assessment on those aspects of the phase considered to be most critical for competent workplace performance.

When each unit of competency in Phase A has been completed the candidate will undertake an Integrated Competency Assessment based on the theme Developing Good Work Habits.

Related learning for the HSC

Delivery of this unit may be integrated with other Phase A units including:

- WRRER.1: Work Effectively in a Retail Environment
- WRRLP.1: Apply Safe Working Practices
- WRRCA.1: Operate Retail Equipment
- WRRCS.1: Communicate in the Workplace

...and with other related units in Phases B and C.

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

- English
- Mathematics
- Hospitality

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.
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The Integrated Competency Assessment activity will require the candidate to:

- apply the skills and knowledge which underpin the process required to demonstrate competency in the workplace, including the appropriate key competencies
- integrate the most critical aspects of the phase for which workplace competency must be demonstrated.

The assessment will integrate those aspects of Unit M.2: Perform Routine Housekeeping Duties, which are critical to the theme of Developing Good Working Habits in order to demonstrate the acquisition of basic work skills, knowledge and good work habits essential for all retail employees.

The evidence should be gathered during learning and assessment activities for each unit of competency within Phase A.

Integrated Competency Assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.

Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

- a real or simulated retail environment
- cleaning/store housekeeping equipment and materials
- relevant documentation, such as:
  - store policy and procedure manuals on housekeeping, cleaning and occupational health and safety
  - manufacturers’ instructions/operation manuals on cleaning equipment and materials
  - manual handling regulations and industry codes of practice
  - plant and equipment regulations
- qualified workplace assessor.

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<th>Communicate Ideas and Information</th>
<th>Plan and Organise Activities</th>
<th>Work with Others and in Teams</th>
<th>Use Mathematical Ideas and Techniques</th>
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