



Australian Government

Department of Education, Employment and Workplace Relations

SIRXWHS302 Maintain store safety

Release: 1

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXOHS002A Maintain store safety.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment.

It involves informing and involving team members with regard to work health and safety (WHS), monitoring and maintaining a safe work environment, implementing emergency procedures, identifying the need for WHS training, and maintaining WHS records. It is based on the National Occupational Health and Safety Commission (NOHSC) guidelines.

Application of the Unit

This unit applies to store managers and team leaders.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Inform team members about WHS matters.	<p>1.1. Clearly and accurately explain store policy and procedures in regard to WHS and <i>emergency procedures to team members</i>.</p> <p>1.2. Ensure access for team members to store <i>WHS policy and procedures</i>.</p> <p>1.3. Clearly and accurately explain relevant provisions of WHS legislation and codes of practice to team members.</p> <p>1.4. Regularly provide clear and accurate information on identified <i>hazards</i> and risk control procedures to team members.</p> <p>1.5. Model the implementation of WHS and emergency procedures to reinforce information.</p>
2. Involve team members in WHS matters.	<p>2.1. Provide <i>opportunities and processes for team members to consult and contribute</i> on WHS issues according to store policy.</p> <p>2.2. Promptly resolve issues raised or refer to relevant personnel according to store policy.</p> <p>2.3. Promptly convey outcomes of issues raised on WHS matters to team members.</p>
3. Monitor and maintain a safe work environment.	<p>3.1. Implement store policy and procedures with regard to identifying, preventing and reporting potential hazards.</p> <p>3.2. Take prompt action to deal with hazardous events according to store policy.</p> <p>3.3. Investigate unsafe or hazardous events, identify cause, and report inadequacies in risk control measures or <i>resource allocation</i> for risk control to <i>relevant personnel</i>.</p> <p>3.4. Implement and monitor control measures to prevent recurrence and minimise risks of unsafe and hazardous events according to store policy and <i>hierarchy of control</i>.</p> <p>3.5. Handle and store <i>hazardous goods</i> according to store policy and WHS regulations.</p> <p>3.6. Maintain <i>equipment</i> according to store policy and WHS regulations.</p> <p>3.7. Monitor team performance to ensure use of <i>safe manual handling techniques</i>.</p>

- 3.8. Implement *store emergency policy and procedures* promptly in the event of an emergency.
- 4. Identify need for WHS training.
 - 4.1. Identify WHS training needs, specifying gaps between WHS competencies required and those held by team members.
 - 4.2. Organise and arrange *training* according to store policy.
- 5. Maintain WHS records.
 - 5.1. Complete and maintain WHS *records* regarding occupational injury and disease according to store policy and *legislative requirements*.
 - 5.2. Use information from records to identify hazards and monitor risk control procedures according to store policy.

Required Skills and Knowledge

this section describes the skills and knowledge required for this unit.

Required skills

- communication and interpersonal skills to:
 - provide information, coaching and feedback to team members
 - involve team members
 - refer issues to appropriate personnel through clear and direct communication
 - motivate and lead a team
 - use and interpret non-verbal communication
- literacy and numeracy skills to:
 - generate reports
 - interpret and apply WHS regulations
 - interpret symbols used for WHS signage
 - read store policy and procedures
- technical skills to:
 - identify broken or damaged equipment
 - identify hazardous goods and substances
 - locate and use safety alarms, fire extinguishers and emergency exits

Required knowledge

- hierarchy of risk control:
 - elimination of hazards
 - engineering controls to reduce risk
 - administrative controls
 - use of personal protective equipment
- job role and responsibilities
- location of nearest first aid assistant or facility
- manual handling and safe lifting techniques
- possible fire and safety hazards
- principles and techniques in interpersonal communication
- relevant WHS legislation and codes of practice
- sickness and accident procedures
- store policies and procedures in regard to:
 - manual handling
 - WHS emergency procedures
 - unsafe or hazardous goods
 - handling and storage
 - disposal
 - bomb threat procedures

- store evacuation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies and monitors store policy, industry codes of practice, relevant legislation and statutory requirements in regard to WHS and emergency procedures
- applies and monitors safe work practices in the handling and moving of stock, according to WHS legislation and codes of practice
- interprets and monitors the implementation of manufacturer instructions with regard to handling stock and using relevant equipment
- applies and monitors safe work practices in the handling, storage and disposal of unsafe or hazardous materials
- identifies WHS training needs and maintains WHS records.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant equipment, such as:
 - stock moving equipment
 - alarm systems
 - first aid equipment
 - firefighting equipment
 - communication equipment
- relevant documentation, such as:
 - WHS legislation
 - store evacuation procedures
 - store policy and procedures manuals
 - incident reporting forms.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- role play
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding.

Guidance information

Holistic assessment with other units relevant to the industry

for assessment

sector, workplace and job role is recommended, for example:

- SIRXRSK002A Maintain store security.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

Emergency procedures

may relate to:

- accidents
- bomb threats
- cyclones
- dealing with dangerous customers
- fire
- flooding
- product recall and contamination
- sickness
- store evacuation involving staff or customers.

Team members may include:

- full-time, part-time, casual or contract
- new or existing staff
- people from a range of cultural, social and ethnic backgrounds
- people with varying levels of language and literacy.

WHS policy and procedures may relate to:

- basic safety procedures
- customers
- dangerous goods
- emergency procedures
- equipment and tools
- issue-resolution procedures
- premises
- reporting procedures
- safe manual handling and lifting
- staff
- stock.

Hazards may include:

- broken or damaged equipment
- chemical spills
- damaged packing material or containers
- electricity and water
- fires
- manual handling
- sharp cutting tools and instruments
- stress
- unguarded equipment.

Opportunities and processes for team

- identification of health and safety representatives
- WHS meetings

- members to consult and contribute*** may include:
- staff meetings
 - suggestions from staff for improving existing tasks and procedures.
- Resource allocation*** may include:
- equipment and technology
 - finances
 - materials
 - people
 - time.
- Relevant personnel*** may include:
- manager
 - safety representative
 - supervisor
 - team leader.
- Hierarchy of control*** may include:
- appropriate use of personal protective clothing and equipment
 - eliminating hazards
 - isolating hazards
 - substitution
 - using administrative controls
 - using engineering controls.
- Hazardous goods*** may include:
- chemicals
 - electrical equipment
 - flammable goods
 - waste.
- Equipment*** may include:
- computers
 - EFTPOS terminals
 - equipment for carrying or moving merchandise
 - equipment for storage of merchandise, including refrigerators
 - point of sale terminals
 - printers
 - security tag systems
 - thermometers
 - trolley return equipment
 - weighing machines
 - wrapping and packing equipment, such as shrink wrapping.
- Safe manual handling techniques*** may include:
- job procedures
 - lifting or shifting practices
 - using equipment, such as ladders and trolleys.
- Store emergency policy and procedures*** may relate to:
- alarm systems and procedures
 - events likely to endanger staff, contractors, customers or visitors
 - firefighting procedures
 - medical attention procedures
 - product recall and contamination
 - store evacuation procedures for staff and customers

- Training*** may include:
- transport arrangements for sick or injured persons.
 - emergency procedures
 - evacuation procedures
 - first aid
 - manual handling techniques
 - reporting procedures
 - stress management.
- Records*** may include:
- centralised
 - departmental
 - electronic
 - manual.
- Legislative requirements*** may include:
- federal, state or territory and local legislation
 - WHS regulations
 - privacy legislation
 - workers' compensation regulations.

Unit Sector(s)

Cross-Sector

Competency Field

Work Health and Safety