



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **WRRCA1B Operate retail equipment**

**Release: 1**

## **WRRCA1B Operate retail equipment**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills, knowledge and attitudes to operate of 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. This unit involves the skills, knowledge and attitudes to operate of 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

### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### Elements and Performance Criteria

<b>Element</b>	<b>Performance Criteria</b>
1 Maintain retail equipment	<ul style="list-style-type: none"><li>1.1 Purpose of equipment used in store/department identified accurately.</li><li>1.2 Equipment operated according to design specifications.</li><li>1.3 Equipment faults identified and reported to appropriate personnel.</li><li>1.4 Maintenance program for retail equipment identified and applied according to store policy.</li></ul>
2 Apply keyboard skills	<ul style="list-style-type: none"><li>2.1 Keyboard operated using typing techniques within designated speed and accuracy requirements.</li><li>2.2 Information entered and edited accurately.</li></ul>
3 Operate data entry equipment	<ul style="list-style-type: none"><li>3.1 Data entered using relevant equipment according to store policy and procedures.</li><li>3.2 Price marking equipment operated according to manufacturer's instructions and store policy.</li><li>3.3 Data entered accurately and within designated time limits.</li></ul>

## Required Skills and Knowledge

Not applicable.

## Evidence Guide

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.

Reads and interprets operation manuals to solve routine faults/errors and maintains and uses the equipment effectively.

Uses keyboard skills to enter and edit data accurately.

Completes tasks in set time frame.

### Underpinning Skills and Knowledge

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)

Skills in:

Completing tasks in set time frame

Dealing with different types of transactions

Following common fault finding procedures

Operation and use of store retail equipment

Literacy and numeracy skills in regard to:

reading store procedures for

operating equipment

### 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.

How can **communication of ideas and information** be applied?

Reporting equipment faults to appropriate personnel will require the communication of ideas and information. (1)

How can **information be collected, analysed and organised**?

Maintaining retail equipment according to store policy will require information to be collected, analysed and organised. (1)

How are **activities planned and organised**?

Entering and editing information will require activities to be planned and organised. (1)

How can **team work** be applied?

Team work will be applied when reporting to other staff members. (1)

How can the use of **mathematical ideas and techniques** be applied?

Entering data will require the use of mathematical ideas and techniques. (1)

How can **problem-solving skills** be applied?

Maintaining equipment and identifying faults will require problem-solving skills. (1)

How can the use of technology be applied?

The use of technology will be applied when operating retail equipment. (1)

### **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

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Skills in:

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#### **Resources Required**

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A range of store retail equipment



## Range Statement

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 the work contexts.

The following variables may include but are not limited to:

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

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equipment for storage of merchandise including refrigerators

weighing machines

thermometers  
dye tag removers  
trolley return equipment  
computers  
scanners  
numerical keyboard equipment including calculators  
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### **Unit Sector(s)**

Not applicable.