



Australian Government

Department of Education, Employment and Workplace Relations

WRRER1B Work effectively in a retail environment

Release: 1

WRRER1B Work effectively in a retail environment

Modification History

Not applicable.

Unit Descriptor

This unit encompasses the skills, knowledge and attitudes required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, and identifying the relevant award/agreement.

This unit encompasses the skills, knowledge and attitudes required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, and identifying the relevant award/agreement

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

Element	Performance Criteria
1 Act responsibly	<p>1.1 Notification of shift availability, non-attendance for shift, given without undue delay and according to store policies and procedures.</p> <p>1.2 Staff rosters interpreted accurately.</p>
2 Act in a non-discriminatory manner	<p>2.1 Non-discriminatory attitudes displayed when interacting with customers, staff or management.</p> <p>2.2 Non-discriminatory language used consistently.</p>
3 Identify the award/agreement	<p>3.1 Relevant award/agreement identified and interpreted accurately.</p> <p>3.2 Role of employee and employer associations in industrial relations system identified and analysed.</p>

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:

Consistently and responsibly applies store policies and procedures, in regard to work place ethics, including interpretation of staff rosters, notification of the availability for work, allocated duties/job description.

Consistently applies store policies and procedures and legislative requirements, in regard to external/internal client contact, especially the use of non-discriminatory language and attitudes.

Knows employee's own rights and responsibilities in regards to awards/agreements.

Identifies and describes the role of various parties including employer and employee associations.

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:

workplace ethics

shift availability or non attendance

staff rosters

interpersonal conflict

grievance procedures

personal animosity

discriminatory behaviour

harassment

staff counselling and disciplinary procedures

equal opportunity issues

non compliance with store policies and procedures

part time, casual, full time work, contract employment

Store organisational structure

Structure of the retail industry

Retail industry career path options

Retail industry training options

Rights and responsibilities of employers and employees in retail workplace

Responsibilities under a New Apprenticeship contract of training (if applicable)

Major changes affecting retail workplaces

Relevant legislation and statutory requirements, such as:

equal opportunity legislation

equal employment opportunity legislation

anti-discrimination legislation

workplace relations

industry awards/agreements

Skills in:

Ability to follow store policies and procedures
Preparing resumes and curriculum vitae
Maintaining personal presentation
Interpersonal communication skills, including:
verbal and non-verbal communication
listening/questioning/observation

Literacy skills in reading workplace documents

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?

Notifying of shift availability or non-attendance requires ideas and information to be communicated to others. (1)

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

Information on awards/agreements will need to be collected, analysed and organised. (1)

How are **activities planned and organised**?

Identifying and interpreting awards/agreements requires activities to be planned and organised. (1)

How can **team work** be applied?

Team work will be applied when interacting with other staff. (1)

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

The use of mathematical ideas and techniques may not be required in this unit. (0)

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

Problem solving skills may be applied when dealing with interpersonal conflict.(1)

How can the **use of technology** be applied?

The use of technology may not be required in this unit. (0)

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 WRRER1B can be assessed with the following units:

WRRCS1B Communicate in the workplace
WRRLP1B Apply safe working practices
WRRM2B Perform routine housekeeping duties
WRRCA1B Operate retail equipment

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/sample policy and procedures in regard to workplace ethics
store/sample job descriptions and organisational charts
store/sample policies and procedures in regard to the rights and responsibilities of employers and employees in the workplace
awards/agreements
government legislation on equal opportunity, equal employment opportunity and anti discrimination

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Competency in this unit requires evidence that the candidate:

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Consistently applies store policies and procedures and legislative requirements, in regard to external/internal client contact, especially the use of non-discriminatory language and attitudes.

Knows employee's own rights and responsibilities in regards to awards/agreements.

Identifies and describes the role of various parties including employer and employee associations.

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:
workplace ethics
shift availability or non attendance
staff rosters
interpersonal conflict
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personal animosity

discriminatory behaviour
harassment
staff counselling and disciplinary procedures
equal opportunity issues
non compliance with store policies and procedures
part time, casual, full time work, contract employment

Store organisational structure
Structure of the retail industry
Retail industry career path options
Retail industry training options
Rights and responsibilities of employers and employees in retail workplace
Responsibilities under a New Apprenticeship contract of training (if applicable)
Major changes affecting retail workplaces
Relevant legislation and statutory requirements, such as:
equal opportunity legislation
equal employment opportunity legislation
anti-discrimination legislation
workplace relations
industry awards/agreements
Skills in:
Ability to follow store policies and procedures
Preparing resumes and curriculum vitae
Maintaining personal presentation
Interpersonal communication skills, including:
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listening/questioning/observation

Literacy skills in reading workplace documents

Generic Process Skills

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Team work will be applied when interacting with other staff. (1)

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The use of mathematical ideas and techniques may not be required in this unit. (0)

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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 WRRER1B can be assessed with the following units:

WRRCS1B Communicate in the workplace

WRRLP1B Apply safe working practices

WRRM2B Perform routine housekeeping duties

WRRCA1B Operate retail equipment

Evidence Gathering Methods

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

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awards/agreements

government legislation on equal opportunity, equal employment opportunity and anti discrimination

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:

workplace ethics

store hours of operation

completing work out of hours

Peers and supervisors may:

come from a range of social, cultural and ethnic backgrounds

may have varying degrees of language and literacy levels

Discrimination may occur between:

staff

customers

management

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Unit Sector(s)

Not applicable.