



Australian Government

Department of Education, Employment and Workplace Relations

WRRM2B Perform routine housekeeping duties

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit encompasses the skills, knowledge and attitudes required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices by staff members and the organisation of the work area to keep the workplace tidy, clean and safe. This unit encompasses the skills, knowledge and attitudes required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices by staff members and the organisation of the work area to keep the workplace tidy, clean and safe

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

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Element	Performance Criteria
1 Organise work area	<p>1.1 Work areas maintained in a safe, uncluttered and organised manner according to store policy.</p> <p>1.2 All routines carried out safely, effectively and efficiently with minimum inconvenience to customers and staff, according to store policy.</p> <p>1.3 Store policies and procedures for tidying work areas and placing items in designated areas applied.</p>
2 Clean work area	<p>2.1 Store policies and procedures for personal hygiene applied.</p> <p>2.2 Store policies and procedures applied for cleaning of work area.</p> <p>2.3 Waste promptly removed and disposed of according to store policy and legislative requirements.</p> <p>2.4 Spills, food, waste, or other potential hazards reported to appropriate personnel and removed from floors according to store policy and legislative requirements.</p> <p>2.5 Signage promptly displayed in regard to unsafe areas.</p> <p>2.6 Equipment and consumable materials maintained and stored correctly after use.</p> <p>2.7 Tools and equipment (including guards) cleaned and used in accordance with manufacturer's instructions and legislative requirements.</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 applies housekeeping duties to work area, point of sales terminals, walkways and fixtures/display areas.

Consistently applies 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/regulations/codes of practice

industry codes of practice

manufacturers' instructions and design specifications.

Applies store housekeeping program of work area and reports faults/problems to relevant person/department.

Reads, accurately interprets and consistently applies manufacturers' instructions for cleaning products, tools and equipment.

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 on the following page:

Knowledge of:

Store policies and procedures, in regard to:

housekeeping

use and maintenance of store cleaning equipment

personal hygiene

waste disposal and environmental protection

reporting problems and faults

Relevant occupational health and safety regulations

Relevant labels to identify chemicals and hazardous substances/HAZCHEM labels

Manufacturer's instructions for use of cleaning materials or hazardous substances

Manufacturer's instructions for use of cleaning equipment

Relevant legislation and statutory requirements

Relevant industry codes of practice

Skills in:

Using and maintaining cleaning equipment

Using and storing chemicals, hazardous substances and flammable materials

Using electrical and other equipment safely

Literacy and numeracy skills in:

reading and understanding manufacturer's instructions

reading and understanding warning labels and instructions for the use of chemicals and hazardous substances

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?

Faults or problems will need to be communicated to relevant personnel. (1)

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

Store policies and procedures for cleaning work areas will need to be collected, analysed and organised. (1)

How are **activities planned and organised**?

Cleaning work areas and disposing of waste will require activities to be planned and organised. (1)

How can **team work** be applied?

Team work may be required when carrying out routine procedures and reporting to relevant personnel. (1)

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

Mathematical ideas and techniques may be required when measuring out chemicals. (1)

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

Problem solving skills may be required to clean particular areas. (1)

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

Technology may be required when operating a range of cleaning 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 WRRM2B can be assessed with the following units:

WRRCS1B Communicate in the workplace

WRRER1B Work effectively in a retail environment

WRRLP1B Apply safe working practices

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

Cleaning/store housekeeping equipment and materials

Relevant documentation, such as:

store policy and procedures manuals on housekeeping, cleaning and occupational health and safety

manufacturer's instructions/operation manuals on cleaning equipment and materials

manual handling regulations and industry codes of practice

plant and equipment regulations

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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 policy and procedures in regard to:

housekeeping practices

personal hygiene

maintenance and storage of cleaning equipment

use and storage of cleaning chemicals

Work areas may include:

counters

benches

sinks

point of sale terminals

point of sale areas

preparation areas

walkways and aisles

displays

fixtures and other working surfaces

Handling and cleaning techniques may vary according to:

stock characteristics

industry codes of practice

Unsafe areas may include:

spills

sharp edges

loose wiring

Reporting of faults/problems may be conducted by:

face to face

email

phone

fax

Legislative requirements may include:

waste removal

environmental protection

transport, storage and handling of goods

hazardous substances and dangerous goods

labelling of workplace substances

occupational health and safety

use of protective clothing/equipment

Appropriate personnel may include:

manager

area supervisor

team leader

colleagues

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labelling of workplace substances

occupational health and safety

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Unit Sector(s)

Not applicable.