



Australian Government

Department of Education, Employment and Workplace Relations

SIRXCLM101 Organise and maintain work areas

Release: 1

SIRXCLM101 Organise and maintain work areas

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 but not equivalent to SIRXCLM001A Organise and maintain work areas. Content and element added addressing handling hazards.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise and maintain work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.

This unit covers the ability to demonstrate and apply knowledge of workplace policies, legislative requirements and manufacturer instructions in order to use tools, chemicals and equipment for the safe and efficient cleaning, organisation and maintenance of work areas.

Application of the Unit

This unit applies to frontline service personnel.

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. Organise work area.	<ul style="list-style-type: none">1.1.Maintain <i>work areas</i> in a safe, uncluttered and organised manner according to <i>store policy and procedures</i>.1.2.Carry out <i>routines</i> safely, effectively and efficiently with minimum inconvenience to customers and staff according to store policy.1.3.Apply store policy and procedures for tidying work areas and placing items in designated areas.
2. Clean work area.	<ul style="list-style-type: none">2.1.Apply store policy and procedures for personal hygiene.2.2.Apply store policy and procedures for cleaning of work area.2.3.Sort, recycle, remove and dispose of waste promptly according to store policy and <i>legislative requirements</i>.2.4.Safely remove and clean spills of food, waste or other potential hazards according to workplace health and safety (WHS) requirements and store policy.2.5.Maintain equipment and consumable materials and store correctly after use.2.6.Use and clean <i>tools and equipment</i> according to manufacturer instructions and legislative requirements.
3. Handle potential hazards.	<ul style="list-style-type: none">3.1.<i>Report</i> spills of food, waste or other potential hazards to <i>relevant personnel</i> according to store policy and legislative requirements.3.2.Promptly display signage in regard to <i>unsafe areas</i>.3.3.Use appropriate <i>personal protective equipment</i> (PPE) when cleaning work areas.

Required Skills and Knowledge

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

Required skills

- literacy and numeracy skills to:
 - read manufacturer instructions
 - read warning labels and instructions for the use of chemicals and hazardous substances
- self-management skills to:
 - use and maintain cleaning equipment
 - use and store chemicals, hazardous substances and flammable materials
 - use electrical and other equipment safely

Required knowledge

- manufacturer instructions for use of cleaning equipment, cleaning materials and hazardous substances
- relevant labels to identify chemicals and hazardous substances, including HAZCHEM labels
- relevant legislation and statutory requirements, including work health and safety (WHS) and industry codes of practice
- store policy and procedures in regard to:
 - housekeeping
 - personal hygiene
 - reporting problems and faults
 - use and maintenance of store cleaning equipment
 - waste disposal, recycling and environmental protection

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 housekeeping duties to work area, point-of-sale terminals, walkways, fixtures and display areas
- applies safe work practices in the operation and maintenance of a range of cleaning and housekeeping equipment according to:
 - store policy and procedures
 - WHS legislation and codes of practice
 - industry codes of practice
 - manufacturer instructions and design specifications
- applies store housekeeping program for work area and reports faults and problems to relevant person or department
- reads, interprets and applies manufacturer instructions for cleaning products, tools and equipment
- completes tasks in set timeframe.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated retail work environment
- cleaning and store housekeeping equipment and materials
- relevant documentation, such as:
 - store policy and procedures manuals on housekeeping, cleaning and WHS
 - manufacturer instructions and operation manuals on cleaning equipment and materials
 - manual handling regulations and industry codes of practice
 - plant and equipment regulations.

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
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information

Holistic assessment with other units relevant to the industry

for assessment

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

- SIRXCOM101 Communicate in the workplace to support team and customer outcomes
- SIRXICT001A Operate retail technology
- SIRXIND101 Work effectively in a customer service environment
- SIRXWHS101 Apply safe work practices.

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.

Work areas may include:

- benches
- counters
- displays
- fixtures and working surfaces
- point-of-sale areas
- point-of-sale terminals
- preparation areas
- sinks
- storage areas
- walkways and aisles.

Store policy and procedures may relate to:

- housekeeping practices
- interaction with:
 - customers
 - other team members
 - supervision and management
- job descriptions and responsibilities
- maintenance and storage of cleaning equipment
- WHS
- personal hygiene
- use and storage of cleaning chemicals.
- industry codes of practice
- stock characteristics.

Handling and cleaning ***routines*** may vary according to:

Legislative requirements may include:

- environmental protection
- federal, state and local health and hygiene
- hazardous substances and dangerous goods
- labelling of workplace substances
- WHS
- transport, storage and handling of goods
- use of protective clothing and equipment
- waste removal.

Tools and equipment may relate to:

- cleaning
- display and promotion
- food preparation

- point of sale
- storage.
- Reporting* may be conducted:
 - by email
 - by fax
 - by phone
 - face-to-face.
- Relevant personnel* may include:
 - area supervisor
 - colleague
 - manager
 - team leader.
- Unsafe areas:*
 - may be in:
 - customer and public areas
 - staff-only areas
 - may include hazards due to a range of factors, such as:
 - broken fittings or fixtures
 - loose wiring
 - sharp edges
 - spills
 - unknown and potentially hazardous chemicals.
- Personal protective equipment* may include:
 - disposable face masks
 - disposable gloves
 - storage bags
 - suitable footwear and clothing.

Unit Sector(s)

Cross-Sector

Competency Field

Cleaning and Maintenance