



Australian Government

Department of Education, Employment and Workplace Relations

SIRXOHS002A Maintain store safety

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit is based on the National Occupational Health and Safety Commission (NOHSC) guidelines and describes the performance outcomes, skills and knowledge required to maintain store safety in a retail environment.

Application of the Unit

Application of the unit

This unit involves informing and involving team members with regard to OHS, monitoring and maintaining a safe work environment, implementing emergency procedures, identifying the need for OHS training, and maintaining OHS records.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Inform team members.	<p>1.1 Clearly and accurately explain <i>store policy and procedures</i> in regard to OHS and <i>emergency procedures to team members</i>.</p> <p>1.2 Ensure access for team members to store <i>OHS policy and procedures</i>.</p> <p>1.3 Clearly and accurately explain relevant provisions of OHS 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>
2 Involve team members.	<p>2.1 Provide <i>opportunities and processes for team members to consult and contribute</i> on OHS issues according to store policy.</p> <p>2.2 Promptly resolve issues raised or refer to relevant personnel according to store policy.</p>

ELEMENT	PERFORMANCE CRITERIA
	2.3 Promptly convey outcomes of issues raised on OHS matters to team members.
3 Monitor and maintain a safe work environment.	<p>3.1 Implement store policy and procedures with regard to identification, prevention and reporting of 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 to identify cause and report any inadequacies in risk control measures or resource allocation for risk control to relevant personnel.</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 the hierarchy of control.</p> <p>3.5 Handle and store hazardous goods according to store policy and OHS regulations.</p> <p>3.6 Maintain equipment according to store policy and OHS regulations.</p> <p>3.7 Monitor team performance to ensure use of safe manual handling techniques.</p>
4 Implement emergency procedures.	4.1 Implement store emergency policy and procedures promptly in the event of an emergency.
5 Identify need for OHS training.	<p>5.1 Identify OHS training needs, specifying gaps between OHS competencies required and those held by team members.</p> <p>5.2 Organise and arrange training according to store policy.</p>
6 Maintain OHS records.	<p>6.1 Complete and maintain OHS records regarding occupational injury and disease according to store policy and legislative requirements.</p> <p>6.2 Use information from records to identify hazards and monitor risk control procedures according to store policy.</p>

ELEMENT

PERFORMANCE CRITERIA

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - provide information, coaching and feedback to team members
 - involve team members
 - refer issues to appropriate personnel through clear and direct communication
 - use and interpret non-verbal communication
 - motivate and lead a team
- locating and using safety alarms, fire extinguishers and emergency exits
- identifying hazardous goods and substances
- interpreting symbols used for OHS signage
- identifying broken or damaged equipment
- manual handling procedures
- literacy and numeracy skills in regard to:
 - interpreting and applying OHS regulations
 - reading and understanding store policy and procedures
 - generating reports.

The following knowledge must be assessed as part of this unit:

- job role and responsibilities
- store policies and procedures, in regard to:
 - OHS
 - emergency procedures
 - unsafe or hazardous goods
 - handling and storage
 - disposal
 - bomb threat procedures
 - store evacuation
- manual handling and safe lifting techniques
- possible fire and safety hazards
- sickness and accident procedures
- location of nearest first aid assistant or facility
- hierarchy of risk control:

REQUIRED SKILLS AND KNOWLEDGE

- elimination of hazards
- engineering controls to reduce risk
- administrative controls
- use of personal protective equipment
- relevant OHS legislation and codes of practice
- principles and techniques in interpersonal communication.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this 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 OHS and emergency procedures
- applies and monitors safe working practices in the handling and moving of stock, according to OHS 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 working practices in the handling, storage and disposal of unsafe or hazardous materials
- identifies OHS training needs and maintains OHS records.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

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

Methods 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
- a role play
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXRSK002A Maintain store security.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

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 in the performance criteria is detailed below.

Store policy and procedures may relate to:

- OHS
- emergency procedures
- reporting procedures
- issue resolution procedures.

Emergency procedures may relate to:

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

Team members may include:

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

RANGE STATEMENT

OHS policy and procedures may relate to:

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

Hazards may include:

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

Opportunities and processes for team members to consult and contribute may include:

- staff meetings
- OHS meetings
- identification of health and safety representatives
- suggestions from staff for improving existing tasks and procedures.

Resource allocation may include:

- people
- materials
- equipment and technology
- finances
- time.

RANGE STATEMENT

Relevant personnel may include:

- safety representative
- supervisor
- team leader
- manager.

Hierarchy of control may include:

- elimination of hazards
- substitution
- isolating hazards
- use of engineering controls
- use of administrative controls
- appropriate use of personal protective clothing and equipment.

Hazardous goods may include:

- electrical equipment
- chemicals
- flammable goods
- waste.

Equipment may include:

- point of sale terminals
- printers
- EFTPOS terminals
- computers
- wrapping and packing equipment such as shrink wrapping
- equipment for carrying or moving merchandise
- equipment for storage of merchandise, including refrigerators
- weighing machines
- thermometers
- security tag systems
- trolley return equipment.

RANGE STATEMENT

Safe manual handling techniques may include:

- lifting or shifting practices
- use of equipment such as ladders and trolleys
- job procedures.

Store emergency policy and procedures may relate to:

- alarm systems and procedures
- firefighting procedures
- store evacuation procedures for staff and customers
- transport arrangements for sick or injured persons
- medical attention procedures
- events likely to endanger staff, contractors, customers or visitors
- product recall and contamination.

Training may include:

- first aid
- emergency procedures
- evacuation procedures
- manual handling techniques
- stress management
- reporting procedures.

Records may include:

- manual
- electronic
- departmental
- centralised.

Legislative requirements may include:

- OHS regulations
- privacy legislation
- workers' compensation regulations
- federal, state or territory and local legislation.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Occupational Health and Safety