



Australian Government

Department of Education, Employment and Workplace Relations

WRHCS204A Maintain and organise work areas

Revision Number: 1

WRHCS204A Maintain and organise work areas

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor This unit describes the skills and knowledge required to maintain and organise work areas in service environments.

Application of the Unit

Application of the Unit This unit involves the maintenance and organisation of service areas to keep the workplace tidy, clean, safe and appropriate to the client service provided.

Where this unit is used for assessment only or for training delivery and assessment, co-requisite or prerequisite units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|---|----------------------|--|
| 1 | Organise work areas. | 1.1 <i>Work areas</i> are maintained in a safe, uncluttered and organised manner according to workplace policy.

1.2 Work areas are set up according to the service provided.

1.3 <i>Workplace policies and procedures</i> for tidying work areas and placing items in designated areas are applied.

1.4 Workplace occupational health and safety procedures are applied. |
| 2 | Clean work areas. | 2.1 Workplace policies and procedures and <i>legislative requirements</i> for the hygiene and safety of service and work areas are applied.

2.2 Workplace policies and procedures, and local health regulations are applied when cleaning work areas according to area function.

2.3 Waste is promptly removed and disposed of according to workplace policy and legislative requirements.

2.4 Spills, food, waste and other potential hazards are reported to <i>appropriate personnel</i> and removed from floors according to workplace policy and legislative requirements.

2.5 Signage is promptly displayed in regard to <i>unsafe areas</i> .

2.6 Cleaning and maintenance equipment is used according to manufacturer's safety and operational instructions, and legislative requirements.

2.7 Cleaning and maintenance equipment and consumable materials are maintained and stored correctly after use. |

ELEMENT**PERFORMANCE CRITERIA****Required Skills and Knowledge****REQUIRED SKILLS AND KNOWLEDGE**

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

Skills may include:

- using and maintaining cleaning equipment
- using and storing chemicals, hazardous substances and flammable materials
- safe use of electrical and other equipment
- communication skills that take into account the culture, background and abilities of the client, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills
 - negotiation techniques
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- workplace policies and procedures in regard to:
 - housekeeping
 - set up of personal service areas
 - 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, including HAZCHEM labels
- manufacturer's instructions for the use of cleaning equipment
- relevant legislation and statutory requirements
- relevant industry codes of practice.

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to maintain and organise service areas to keep the workplace tidy, clean, safe and appropriate to the client service to be provided.

Knowledge and skill in the application of relevant legislation and workplace policies and procedures must also be demonstrated.

Specific evidence requirements

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- consistent application of cleaning and setting up of work/service areas
- consistent application of safe work practices in the operation and maintenance of a range of cleaning and housekeeping equipment according to:
 - workplace policies and procedures
 - occupational health and safety legislation, regulations and codes of practice
 - industry codes of practice
 - manufacturer's instructions and design specifications
- consistent application of workplace housekeeping programs and routines, including reporting faults and problems to relevant personnel
- the ability to complete tasks in set timeframes.

EVIDENCE GUIDE

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations that may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, such as workplace policy and procedures manuals
- work areas or simulated work areas.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units that relate to a job function can be integrated for assessment purposes.

Prerequisite units:

- none.

Co-requisite units:

- WRHCS205A Follow personal health and safety routines at work
- WRHWP201A Assist colleagues providing multiple salon services as a team member.

EVIDENCE GUIDE

Method of assessment

The following methods of assessment are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - preparing work areas for specific services
 - maintaining a point of sale area
 - using and maintaining cleaning equipment.
- Third-party reports from a workplace supervisor.
- Written questions regarding workplace procedures and occupational and health and safety requirements.

Evidence required for demonstration of consistent performance

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.

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 will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. *Bold italicised* text from the performance criteria is detailed here.

RANGE STATEMENT

Work areas may include:

- counters
- floors
- benches
- sinks
- preparation areas
- personal service areas
- displays
- storage areas
- point of sale areas and point of sale terminals
- fixtures
- other working surfaces.

Workplace policies and procedures may include policies and procedures in regard to:

- housekeeping practices
- personal hygiene
- maintenance and storage of cleaning equipment
- use and storage of cleaning chemicals.

Legislative requirements may include:

- waste removal
- environmental protection
- transport, storage and handling of goods
- hazardous substances and dangerous goods
- labeling of workplace substances
- occupational health and safety with particular reference to:
 - manual handling
 - care and protection of operator when using cleaning products
 - workplace hazards.

Appropriate personnel may include:

- manager
- senior operator
- team leader
- colleague.

RANGE STATEMENT

Unsafe areas may include:

- spills
- wet areas
- sharp edges
- loose wiring
- floors (hair and water).

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing