

WRRM4A**Unit Descriptor****Co-ordinate Housekeeping**

This unit requires a level of competency involving the responsibility for ensuring staff members maintain housekeeping.

This competency may apply to a range of work roles in the pharmacy.

This is a customised version of a competency unit endorsed in the Retail Training Package and the title and national code of that source unit have been retained. This customised unit includes a contextualised range of variables and evidence guides, and is not available on the NTIS, which will only reflect the original version.

Unit Sector

No sector assigned

ELEMENT**PERFORMANCE CRITERIA**

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| 1. Implement housekeeping policies | <div>1.1 Pharmacy policies and procedures are implemented to ensure counter, point of sales area, fixtures, displays, walkways and other work areas are maintained in a clean and tidy manner.</div> <div>1.2 Individual and work group performance is monitored to ensure housekeeping standards are maintained according to pharmacy policy.</div> <div>1.3 Regular schedule/roster for pharmacy/department housekeeping tasks and inspections is developed and maintained.</div> <div>1.4 Staff members are informed of individual responsibilities for housekeeping tasks.</div> <div>1.5 Procedures for prompt waste removal, especially spillage on floors, is implemented according to pharmacy policy.</div> <div>1.6 Supply and maintenance of housekeeping equipment and materials is co-ordinated according to pharmacy policy.</div> <div>1.7 Pharmacy procedures for safe storage of housekeeping equipment is ensured.</div> <div>1.8 Suggestions for improvements in procedures are reported to management according to pharmacy policy.</div> |
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KEY COMPETENCIES

There are a number of processes that 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. Key competencies are generic competencies that focus on the capacity to apply knowledge and skills in an integrated way in work situations, but are not specific to any particular industry. Key competencies foster the development of skills, knowledge and understanding necessary to perform work operations. The questions below highlight how these processes could be applied in this competency standard. Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = the competence needed to undertake tasks effectively, 2 = the ability to manage tasks, and 3 = the ability to use concepts for evaluating and reshaping tasks.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	By sharing ideas and information with staff relative to housekeeping policies.	2
Collecting analysing and organising information	By gathering information associated with monitoring housekeeping procedures, processes and supplies, selecting and collating this data in a suitable format, and undertaking necessary analysis.	2
Planning and organising activities	By planning, organising and supervising activities associated with housekeeping for staff.	2
Working with others and in teams	By developing understanding of and commitment to shop housekeeping policies and practices, encouraging participation and individual contribution.	2
Using mathematical ideas and techniques	Not required.	-
Solving problems	By independently resolving all routine issues to do with housekeeping associated with the pharmacy, accessing suitable support within or outside the shop to resolve non-routine problems.	2
Using technology	Not required.	-

RANGE STATEMENT

The Range of Variables statement provides details of the scope of the Elements and Performance Criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The Range of Variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present but are not limited to:

- State/Territory/Commonwealth legislation, regulations, industry codes of practice, standards and guidelines, pharmacy policies, procedures and protocols in regard to co-ordinating housekeeping.

Individual and work group performance may include but is not limited to:

- ensuring a safe and clean working environment.

Housekeeping tasks and inspections may include but are not limited to:

- waste removal
- maintenance, use and storage of cleaning equipment
- cleaning spillage.

Staff may include but are not limited to:

- full time, part time, casual staff.

Housekeeping equipment and materials may include but are not limited to:

- vacuum cleaners, mops, brooms, sponges, brushes
- cleaning and disinfecting fluids, powders, sprays.

Pharmacy procedures for safe storage of housekeeping equipment may include but is not limited to:

- procedures for the storage of hazardous and toxic substances
- following infection control guidelines
- secure access away from customers.

Suggestions for improvements in procedures may be reported but not limited to the following ways:

- verbally
- in writing.

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 will inform and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit. This includes demonstration of the Key Competencies at the performance level identified at the end of this unit.

- Consistently applying pharmacy policies, standards and guidelines, industry legislation, regulatory requirements and codes of practice in regard to co-ordinating housekeeping including housekeeping duties in work area, point of sale terminals, walkways and fixtures/display areas.
- Implementing and monitoring pharmacy housekeeping policies and procedures including prompt waste/spillage removal, infection control guidelines and occupational health and safety legislation/regulations/codes of practice.
- Developing and maintaining regular housekeeping schedules/rosters.
- Informing staff of responsibilities for housekeeping tasks.
- Monitoring individual and work group performance ensuring housekeeping standards are maintained.
- Co-ordinating supply, maintenance and safe storage of housekeeping equipment and materials.
- Reporting suggestions for improvements in procedures to management.
- Evidence of the ability to consistently use effective communication techniques to communicate with others when co-ordinating housekeeping.
- Recognition of the situations requiring referral to the pharmacist and/or other pharmacy staff according to pharmacy policy.
- Demonstration of the ability to source, record and disseminate housekeeping information.

Underpinning Knowledge and Skills

The following knowledge, understanding and skills are essential to perform work to the required standard in this unit:

- Knowledge and application of pharmacy policies, standards and guidelines, industry codes of practice, legislative and regulatory requirements in regards to co-ordinating housekeeping including:
 - location, use and maintenance of cleaning materials and protective clothing
 - disposal of waste products including hazardous materials and environment protection
 - storage of scheduled and restricted drugs
 - reporting problems and faults.
- Knowledge, understanding and application of relevant:
 - labels used to identify chemicals and hazardous substances/HAZCHEM labels
 - manufacturers' instructions for use of cleaning materials or hazardous substances
 - manufacturers' instructions for use of cleaning equipment
 - pharmacy infection control guidelines.
- Knowledge of and skills in:
 - use and maintenance of cleaning equipment
 - use and storage of chemicals, hazardous substances and flammable materials
 - safe use of electrical and other equipment.
- Knowledge of principles and techniques in interpersonal skills, including:
 - giving feedback
 - coaching
 - performance analysis
 - questioning/listening/observation
 - group presentation
 - work group motivation
 - negotiation
 - verbal and non verbal communication
 - leadership.
- Knowledge of principles and techniques in:
 - communicating ideas and information
 - maintaining confidentiality and privacy
 - demonstrating empathy and tact
 - working with others and in teams
 - planning and organising activities
 - managing set routines and procedures
 - solving problems.
- Language, literacy and numeracy skills relevant to the role and workplace requirements.
- Awareness of the circumstances/situations under which referral to the pharmacist and/or other pharmacy staff is indicated.
- Operational skills to consistently use time effectively and provide quality customer service in the pharmacy environment.

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 pharmacist 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 which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment should be undertaken in an environment that meets pharmacy industry codes of practice and relevant industry regulations and legislation.

**Interdependent
Assessment of Unit**

All units which relate to a job function can be considered as co-requisites to assist with an integrated approach to assessment.

For advice on interdependent assessment of units within and across community pharmacy qualifications, refer to the Assessment Guidelines section 1.

Assessment Methods

The following assessment methods are suggested:

- Observation of the pharmacy staff member performing a range of workplace tasks over sufficient time to demonstrate her/ his handling of a range of contingencies. Tasks may include:
 - developing and maintaining regular housekeeping rosters
 - allocating housekeeping tasks to work team members
 - monitoring the completion of tasks.
- Written and/or oral questioning to assess knowledge and understanding of relevant pharmacy procedures with regard to housekeeping. Questions will be asked in a manner appropriate to the language and literacy level of the pharmacy staff member.
- Completing workplace documentation relevant to housekeeping.

Assessment Resources

This refers to the resources that are necessary for undertaking the assessment.

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to pharmacy policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be applicable to the work environment.

Resources may include:

- A real or simulated pharmacy environment.
- Housekeeping products and equipment.
- Relevant documentation such as:
 - pharmacy policy and procedures
 - housekeeping information
 - industry codes of practice and state and federal legislation as appropriate.
- A qualified workplace assessor and/or a technical expert working in partnership with the assessor.