



Australian Government

Department of Education, Employment and Workplace Relations

SIRXCLM002A Manage store facilities

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage store facilities in a retail environment. It involves the management of the store maintenance and housekeeping program, negotiating and monitoring maintenance contracts and identifying and locating facilities requirements.
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Application of the Unit

Application of the unit	This unit requires the team member to apply store policies and relevant legislation to the planning, coordination and implementation of activities associated with monitoring and maintaining premises, fittings, fixtures and equipment in a retail environment. Those with some managerial responsibility undertake this role.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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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 Manage store maintenance program.	1.1 Monitor and maintain premises, fittings, fixtures and equipment according to <i>store policy and procedures</i> and <i>relevant legislation</i>. 1.2 Identify deficiencies in store maintenance procedures and take remedial action as required. 1.3 Obtain <i>expert or specialist advice</i> as required according to store policy. 1.4 Initiate contingency plan in the event of maintenance problems.
2 Manage retail equipment maintenance.	2.1 Develop and implement policy and procedures to ensure <i>retail equipment</i> is maintained according to store policy. 2.2 Monitor and implement maintenance program for retail

ELEMENT	PERFORMANCE CRITERIA
	equipment according to manufacturer design specifications and store policy.
	2.3 Identify and rectify equipment faults where possible, without undue delay.
	2.4 Report equipment faults or failures according to service agreements and store policy.
3 Negotiate maintenance contracts.	3.1 Negotiate maintenance contracts with contractors and suppliers according to store policy and procedures.
	3.2 Negotiate and implement contract terms and conditions to maximise benefits for the store, and communicate to relevant personnel .
	3.3 Monitor maintenance procedures to ensure products and tasks meet contract specifications.
4 Identify facilities and space requirements.	4.1 Identify facilities and space requirements according to store policy and budget requirements.
	4.2 Locate suitable facilities and space.
	4.3 Maximise space utilisation, with consideration to existing configuration.

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:

- record maintenance
- negotiation skills
- interpersonal communication skills to:
 - obtain expert or specialist advice
 - report faults
 - negotiate contracts and communicate contracts to staff through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - ensure listening and understanding
 - use language and concepts appropriate to cultural differences
 - use and interpreting non-verbal communication
- literacy skills in regard to:
 - developing, documenting and recording procedures
 - reading and interpreting manufacturer instructions
- numeracy skills in regard to:
 - accounting and recording data
 - estimating measurements and volumes
 - working within a budget.

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

- store policy and procedures in regard to:
 - maintenance of store facilities
 - maintenance of retail equipment
- maintenance contract terms and options
- contract specifications
- relevant legislation and statutory requirements
- relevant industry codes of practice
- OHS legislation and codes of practice
- food safety legislation and regulations
- principles and techniques in:
 - monitoring performance of contracts

REQUIRED SKILLS AND KNOWLEDGE

- negotiating, in particular contract negotiation
- 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:

- plans, coordinates and implements activities associated with monitoring and maintaining premises, fittings, fixtures and equipment according to store policy and procedures
- initiates contingency plans in response to maintenance problems as required
- proactively negotiates, monitors and implements maintenance contracts according to store policy and procedures
- identifies and utilises space and facilities to maximise space utilisation
- evaluates and reports on effectiveness of maintenance contracts.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - maintenance contracts
 - store policy and procedures on maintenance of facilities, contract negotiation
 - relevant legislation and statutory requirements
 - industry codes of practice
 - OHS legislation and codes of practice
- a team
- equipment and technology.

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
- third-party reports from a supervisor
- case study or research report
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

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

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 in regard to:

- store maintenance
- facilities management
- reporting mechanisms
- OHS
- food safety.

Relevant legislation may include:

- federal, state or territory and local legislation
- food safety regulations
- OHS.

Expert or specialist advice may be sought:

- internally
- externally.

Retail equipment may include:

- point-of-sale terminals
- EFTPOS terminals
- computers, scanners and printers
- pricing equipment
- electronic bar coding equipment
- portable data entry
- electronic ordering equipment
- wrapping and packing equipment
- equipment for carrying or moving merchandise
- equipment for storage of merchandise, including refrigerators
- weighing machines
- thermometers
- security tag systems
- trolley return equipment
- fixtures and fittings
- food preparation equipment.

RANGE STATEMENT

Faults may be ***reported***:

- verbally
- in writing
- by email
- to service personnel
- to contractors
- to relevant managers
- to supervisor.

Contracts may be negotiated:

- externally
- internally.

Contracts may involve:

- quality standards
- building maintenance services
- cleaning
- security
- electrical services
- plumbing services
- equipment maintenance.

Relevant personnel may include:

- managers
- supervisors
- specialist staff.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Cleaning and Maintenance

