



Australian Government

SIRXCLM402 Manage store facilities

Release: 1

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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 and equivalent to SIRXCLM002A Manage store facilities.

Unit Descriptor

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

The unit covers the application of 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.

Application of the Unit

This unit applies to staff with managerial responsibility in a retail environment.

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. Manage store maintenance program.

- 1.1. Monitor and maintain premises, fittings, fixtures and equipment, according to ***store policy and procedures*** and ***relevant legislation***.
- 1.2. Identify deficiencies in store maintenance procedures and take remedial action as required.
- 1.3. Obtain ***expert or specialist advice*** as required, according to store policy.
- 1.4. Initiate contingency plan within scope of authority in the event of maintenance problems.

2. Manage retail equipment maintenance.

- 2.1. Develop and implement procedures to ensure retail equipment is maintained according to store policy.
- 2.2. Monitor and implement maintenance program for retail 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 to reflect business needs and volume, according to store policy and budget requirements.
- 4.2. Locate suitable facilities and space to facilitate expansion or change of use in line with store policy and procedures.
- 4.3. Consult, as required, with senior manager or business owner to determine optimum strategy for store space and location.

4.4. Maximise use of space, with consideration to existing configuration, to optimise the merchandising of existing and incoming stock.

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - ask questions to identify and confirm requirements
 - ensure listening and understanding
 - negotiate contracts and relay contractual requirements to staff
 - obtain expert or specialist advice
 - report faults
 - share information
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
- negotiation skills to negotiate maintenance contracts with contractors and suppliers
- literacy and numeracy skills to:
 - apply accounting processes and record data
 - develop, document and record procedures
 - estimate measurements and volumes
 - maintain records
 - read and interpret manufacturer instructions
 - work within a budget

Required knowledge

- 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 relating to managing store facilities, including:
 - work health and safety (WHS) legislation
 - food safety legislation and regulations
- relevant industry codes of practice relating to managing store facilities
- principles and techniques in:
 - monitoring performance of contracts
 - negotiating, in particular contract negotiation
 - interpersonal communication

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:

- 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 uses space and facilities effectively
- evaluates and reports on effectiveness of maintenance contracts.

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, and contract negotiation
 - relevant legislation and statutory requirements
 - WHS
 - legislation and industry codes of practice
- a team
- equipment and technology.

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
- 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.

Guidance information for assessment

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

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.

- Store policy and procedures*** in regard to:
- store maintenance
 - facilities management
 - reporting mechanisms
 - WHS
 - food safety.
- Relevant legislation*** may include:
- federal, state or territory and local legislation
 - food safety regulations
 - WHS.
- Expert or specialist advice*** may be sought regarding:
- 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.
- Faults may be ***reported***:
- verbally
 - in writing
 - by email
 - to service personnel
 - to contractors
 - to relevant managers
 - to supervisor.

Contracts:

- may be negotiated internally and externally
- 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)

Cross-Sector

Competency Field

Cleaning and Maintenance