



Australian Government

Department of Education, Employment and Workplace Relations

SIRXWHS101 Apply safe work practices

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 SIRXOHS001A Apply safe working practices.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to apply safe work practices, including identifying and reporting faults and problems, according to work health and safety (WHS) legislation and store policies.

It also covers procedures for emergency situations, evacuation, accident and illness. It encompasses the National Occupational Health and Safety Commission (NOHSC) guidelines for WHS.

Application of the Unit

This unit applies to all retail personnel with a responsibility to consistently maintain a safe work environment for staff, customers and others by observing basic health, safety and emergency procedures.

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.

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|--------------------------------------|--|
| 1. Apply basic safety procedures. | 1.1. Follow <i>safety procedures</i> to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
1.2. Identify and report <i>unsafe work practices</i> , including faulty <i>plant and equipment</i> according to <i>store policy and procedures</i> .
1.3. Manage dangerous goods and substances according to store policy and relevant legislation.
1.4. Identify potential <i>manual handling</i> risks and manage manual handling tasks according to store policy.
1.5. Report work-related incidents and accidents to <i>designated personnel</i> .
1.6. Participate in <i>consultative processes</i> and procedures for WHS. |
| 2. Apply basic emergency procedures. | 2.1. Follow fire and <i>emergency procedures</i> , including store evacuation, according to store policy and legislation.
2.2. Identify designated personnel responsible for first aid and evacuation procedures.
2.3. Accurately identify safety alarms. |

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - report unsafe work practices, faulty plant and equipment and incidents and accidents through clear and direct communication
 - share information
 - use and interpret non-verbal communication
- literacy and numeracy skills to:
 - estimate weights, size, quantities and mixtures
 - interpret symbols used for WHS signage
 - read and interpret instructions
- technical skills to:
 - dispose of waste appropriately
 - handle broken or damaged equipment
 - identify hazardous goods and substances
 - locate and identify emergency exits and use safety alarms and fire extinguishers
 - store and use chemicals and hazardous substances
 - use personal protective gear and equipment

Required knowledge

- strategies for controlling risks through the hierarchy of control, including:
 - appropriate use of personal protective clothing
 - eliminating hazards
 - isolating hazards
 - using administrative controls
 - using engineering controls
- first aid procedures
- identification of hazards in the workplace, including:
 - fire, chemical and electrical hazards
 - managing broken or faulty equipment
 - slip, trips and falls
 - spills and leakage of materials
 - storage of dangerous goods and hazardous substances
 - waste
- management of WHS, including:
 - communication and consultation processes
 - interpreting symbols for WHS signage
 - manual handling procedures

- reporting procedures
- store policies and procedures in regard to:
 - WHS emergency procedures
 - relevant industry codes of practice
 - rights and responsibilities of designated personnel responsible for health and safety in the workplace
 - state and territory legislation and regulations

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:

- applies safe work practices, in all areas of the store, according to WHS and codes of practice
- applies appropriate store policies and procedures and legislative requirements in regard to following basic safety procedures and reports faults and problems to relevant person, department or committee
- identifies hazardous situations and rectifies where appropriate, or reports to the relevant personnel according to store policy and procedures
- reads, interprets and applies manufacturer instructions for using and storing hazardous goods
- applies store policies and procedures with regard to emergency situations, evacuation, or accident and illness in the store.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated retail work environment
- suitable equipment and materials for lifting
- relevant documentation, such as:
 - store policy and procedures manuals
 - manufacturer instructions and operation manuals
 - WHS regulations
 - legislation and statutory requirements
 - industry codes of practice.

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
- role play
- customer feedback
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Guidance information for assessment

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

- SIRXCLM101 Organise and maintain work areas
- SIRXCOM101 Communicate in the workplace to support team and customer outcomes
- SIRXICT001A Operate retail technology
- SIRXIND101 Work effectively in a customer service environment.

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.

- Safety procedures*** may include:
- cash handling
 - emergency, fire and accident procedures
 - evacuation involving staff or customers
 - handling dangerous goods
 - hazard identification
 - issue resolution procedures
 - manual handling
 - personal safety procedures
 - procedures for the use of personal protective clothing and equipment
 - reporting incidents and accidents in the workplace
 - store security
 - stress management
 - waste disposal.
- Unsafe work practices*** may deal with:
- broken or damaged equipment
 - damaged packing material or containers
 - electricity and water
 - glue guns
 - inflammable materials and fire hazards
 - ladders
 - lifting practices
 - sharp cutting tools and instruments
 - spillages, waste and debris
 - stress
 - toxic substances
 - trolleys.
- Checking ***plant and equipment*** may include:
- broken or damaged equipment
 - damaged packing material or containers
 - guarding of machinery
 - sharp cutting tools and instruments.

Store policy and procedures related to WHS may deal with:

- basic safety procedures
- customers and staff
- dangerous goods
- emergency procedures
- equipment and tools
- federal, state or territory and local WHS legislation
- premises
- safe manual handling and lifting
- stock.

Safe ***manual handling*** practices may include:

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

Designated personnel may include:

- manager
- safety representative
- supervisor
- team leader.

Consultative processes may include:

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

Emergency procedures may relate to:

- accidents
- armed hold-ups
- fire
- sickness
- store evacuations
- storms and cyclones.

Unit Sector(s)

Cross-Sector

Competency Field

Work Health and Safety