



**Australian Government**

**Department of Education, Employment and Workplace Relations**

## **WRRLP3B Maintain store safety**

**Release: 1**

## **WRRLP3B Maintain store safety**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit is based on the National Occupational Health and Safety Commission (NOHSC) Guidelines and encompasses the competencies required to maintain store safety in a retail environment. It involves informing and involving team members, monitoring and maintaining a safe working environment, implementing emergency procedures, identifying the need for occupational health and safety training and maintaining occupational health and safety records.

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### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### Elements and Performance Criteria

| Element                                           | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Inform team members                             | <ul style="list-style-type: none"><li>1.1 Store policies and procedures in regard to occupational health and safety and emergency procedures clearly and accurately explained to team members.</li><li>1.2 Team members given access to store policy.</li><li>1.3 Relevant provisions of occupational health and safety legislation and codes clearly and accurately explained to team members.</li><li>1.4 Information on identified hazards and risk control procedures regularly provided and clearly and accurately explained to team members.</li></ul>                                                                                                                     |
| 2 Involve team members                            | <ul style="list-style-type: none"><li>2.1 Provide opportunities and processes for team members to consult and contribute on occupational health and safety issues according to store policy.</li><li>2.2 Issues raised are resolved promptly or referred to relevant personnel according to store policy.</li><li>2.3 Outcomes of issues raised on occupational health and safety matters promptly conveyed to team members.</li></ul>                                                                                                                                                                                                                                           |
| 3 Monitor and maintain a safe working environment | <ul style="list-style-type: none"><li>3.1 Store policies and procedures implemented with regard to identification, prevention and reporting of potential hazards.</li><li>3.2 Prompt action taken to deal with hazardous events according to store policies.</li><li>3.3 Unsafe or hazardous events investigated to identify cause and inadequacies in risk control measures or resource allocation for risk control measures identified and reported to relevant personnel.</li><li>3.4 Control measures to prevent re-occurrence and minimise risks of unsafe and hazardous events implemented and monitored according to store policy and the hierarchy of control.</li></ul> |

- 3.5 Hazardous goods handled and stored in accordance with store policy and occupational health and safety regulations.
  - 3.6 Equipment maintained in accordance with store policy and occupational health and safety regulations.
  - 3.7 Team performance monitored to ensure use of safe manual handling techniques.
- 4 Implement emergency procedures
  - 4.1 Store emergency policies and procedures implemented promptly in the event of an emergency.
- 5 Identify need for occupational health and safety training
  - 5.1 Occupational health and safety training needs identified accurately, specifying gaps between occupational health and safety competencies required and those held by team members.
  - 5.2 Training organised/arranged according to store policy.
- 6 Maintain occupational health and safety records
  - 6.1 Occupational health and safety records and legal requirements for the maintenance of records for occupational injury and disease completed accurately and legibly, according to store policy.
  - 6.2 Information from records used to identify hazards and monitor risk control procedures according to store policy.

## Required Skills and Knowledge

Not applicable.

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

### Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Applies and monitors store policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to occupational health and safety and emergency procedures.

Applies and monitors safe work practices in the handling and moving of stock, according to occupational health and safety legislation/regulations/codes of practice.

Interprets and monitors the implementation of manufacturers' instructions with regard to handling stock and using relevant equipment.

Applies and monitors safe work practices in the handling, storage and disposal of unsafe or hazardous materials.

Identifies occupational health and safety training needs and maintains occupational health and safety records.

### Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures, in regard to:  
occupational health and safety  
emergency procedures  
unsafe or hazardous goods  
handling and storage  
disposal  
bomb threat procedures  
store evacuation

Manual handling and safe lifting techniques

Possible fire and safety hazards

Sickness and accident procedures

Location of nearest first aid assistant/facility

Hierarchy of risk control:

elimination of hazards

engineering controls to reduce risk

administrative controls

use of personal protective equipment

Relevant occupational health and safety legislation/regulations/codes of practice

Principles and techniques in interpersonal communication

Skills in:

Interpersonal communication skills including:

giving feedback

coaching

performance analysis  
questioning/listening/observation  
group presentation  
team motivation  
negotiation  
verbal and non verbal communication  
team leadership

Literacy and numeracy skills in regard to:  
interpreting and applying occupational health and safety documents  
reporting procedures

### **Generic Process Skills**

There are a number of processes that are learnt throughout work and life which 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**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

By informing team members of store policies and procedures. (2)

How can **information be collected, analysed and organised**?

By identifying relevant occupational health and safety policies and procedures. (2)

How are **activities planned and organised**?

Developing emergency policies and procedures requires activities to be planned and organised. (2)

How can **team work** be applied?

Encouraging team members to contribute to occupational health and safety issues requires team work to be applied. (2)

How can the use of **mathematical ideas and techniques** be applied?

The use of mathematical ideas and techniques may not be applicable to this unit. (0)

How can **problem solving skills** be applied?

Identifying hazardous events and implementing control procedures requires problem solving skills to be applied. (2)

How can the **use of technology** be applied?

Maintaining records may require the use of technology. (2)

### **Context of Assessment**

#### **Assessment Process**

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.

#### **Integrated competency assessment**

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRRLP3B can be assessed with the following unit:

WRRLP4B Maintain store security

### **Evidence Gathering Methods**

Evidence should include products, processes and procedures from the workplace context or from a simulated work environment. Evidence might include:

Observation of the person in the workplace

A simulated role play

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

### **Resources Required**

A real or simulated work environment

Access to relevant equipment such as:

stock moving equipment

alarm systems

first aid equipment

fire fighting equipment

communication equipment

Relevant documentation, such as:

occupational health and safety legislation

store evacuation procedures

store policy and procedures manuals

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

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Applies and monitors safe work practices in the handling, storage and disposal of unsafe or hazardous materials.

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Possible fire and safety hazards  
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Hierarchy of risk control:  
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Relevant occupational health and safety legislation/regulations/codes of practice  
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Skills in:  
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## Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policies and procedures in regard to:

occupational health and safety

emergency procedures

Occupational health and safety procedures may deal with:

customers

staff

equipment

premises

stock

manual handling

Emergencies may include:

sickness

accidents

fire

store evacuation involving staff or customers

product recall/contamination

bomb threat

cyclones

dealing with dangerous customers

Hazardous goods/equipment may include:

use and storage of hazardous/chemical sprays

handling products treated with chemicals

poisonous/allergenic effects of products

electricity and water

Correct use of equipment and protective gear may include:

correct foot wear

protective gear (eyes, face, hands)

Occupational health and safety information may include:

general duty of care

requirements for the maintenance and confidentiality of records of occupational injury and disease

provision of information and training

regulations and codes of practice relating to hazards present in work area

health and safety representatives and occupational health and safety committees

issue resolution

Hazardous events may include:

accidents

fires

chemical spills

bomb threats

Procedures for dealing with hazardous events may include:

evacuation

chemical containment

first aid procedures

Store emergency policies and procedures may include:

alarm systems and procedures

fire fighting procedures

store evacuation procedures for staff and customers

transport arrangements for sick and/or injured persons

medical attention procedures

events likely to endanger staff or customers

product recall/contamination

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## **Unit Sector(s)**

Not applicable.