

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **WRRLP3B – MAINTAIN STORE SAFETY**

**Field Of Study** : **LOSS PROVISIONION**

### What is this course all about?

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.

### When you have finished this course you should be able to demonstrate your ability to:

#### Inform team members - WRRLP3B/01

- ❑ Store policies and procedures in regard to occupational health and safety and emergency procedures clearly and accurately explained to team members.
- ❑ Team members given access to store policy.
- ❑ Relevant provisions of occupational health and safety legislation and codes clearly and accurately explained to team members.
- ❑ Information on identified hazards and risk control procedures regularly provided and clearly and accurately explained to team members.

#### Involve team members - WRRLP3B/02

- ❑ Provide opportunities and processes for team members to consult and contribute on occupational health and safety issues according to store policy.
- ❑ Issues raised are resolved promptly or referred to relevant personnel according to store policy.
- ❑ Outcomes of issues raised on occupational health and safety matters promptly conveyed to team members.

### Monitor and maintain a safe working environment - WRRLP3B/03

- ❑ Store policies and procedures implemented with regard to identification, prevention and reporting of potential hazards.
- ❑ Prompt action taken to deal with hazardous events according to store policies
- ❑ 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.
- ❑ 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.
- ❑ Hazardous goods handled and stored in accordance with store policy and occupational health and safety regulations.
- ❑ Equipment maintained in accordance with store policy and occupational health and safety regulations.
- ❑ Team performance monitored to ensure use of safe manual handling techniques.

### Implement emergency procedures - WRRLP3B/04

- ❑ Store emergency policies and procedures implemented promptly in the event of an emergency.

### Identify need for occupational health and safety training - WRRLP3B/05

- ❑ Occupational health and safety training needs identified accurately, specifying gaps between occupational health and safety competencies required and those held by team members.
- ❑ Training organised/arranged according to store policy

### Maintain occupational health and safety records - WRRLP3B/06

- ❑ 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.
- ❑ Information from records used to identify hazards and monitor risk control procedures according to store policy.

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration / Human Resources Staff
- ❑ Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

*Competency in this unit requires evidence that, you 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;

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
- ❑ Principles and techniques in interpersonal communication

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

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Relevant occupational health and safety legislation/regulations/codes of practice
- ❑ Emergency procedures

### What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) In order to download this application.

## What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.