

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRM2B – PERFORM ROUTINE HOUSEKEEPING DUTIES**

Field Of Study : **MERCHANDISING**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required to maintain and organise work areas in a retail environment. It involves applying personal hygiene practices by staff members and the organisation of the work area to keep the workplace tidy, clean and safe.

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

Organise work area - WRRM2B/01

- ❑ Work areas maintained in a safe, uncluttered and organised manner according to store policy.
- ❑ All routines carried out safely, effectively and efficiently with minimum inconvenience to customers and staff, according to store policy.
- ❑ Store policies and procedures for tidying work areas and placing items in designated areas applied.

Clean work area - WRRM2B/02

- ❑ Store policies and procedures for personal hygiene applied.
- ❑ Store policies and procedures applied for cleaning of work area.
- ❑ Waste promptly removed and disposed of according to store policy and legislative requirements.
- ❑ Spills, food, waste, or other potential hazards reported to appropriate personnel and removed from floors according to store policy and legislative requirements.
- ❑ Signage promptly displayed in regard to unsafe areas.
- ❑ Equipment and consumable materials maintained and stored correctly after use.
- ❑ Tools and equipment (including guards) cleaned and used in accordance with manufacturer's instructions and legislative requirements.

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

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Safety representative
- ❑ Administration
- ❑ Sales / Customer Services 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: -

- ❑ Consistently applies housekeeping duties to work area, point of sales terminals, walkways and fixtures/display areas.
- ❑ Consistently applies safe work practices in the operation and maintenance of a range of cleaning/housekeeping equipment according to:
 - ❑ store policy and procedures;
 - ❑ occupational health and safety legislation/regulations/codes of practice;
 - ❑ industry codes of practice;
 - ❑ manufacturers' instructions and design specifications;
- ❑ Applies store housekeeping program of work area and reports faults/problems to relevant person/department;
- ❑ Reads, accurately interprets and consistently applies manufacturers' instructions for cleaning products, tools and equipment;
- ❑ Completes tasks in set time frame.

Store policies and procedures, in regard to:

- ❑ housekeeping;
- ❑ use and maintenance of store cleaning equipment;
- ❑ personal hygiene;
- ❑ waste disposal and environmental protection;
- ❑ reporting problems and faults;
- ❑ Relevant labels to identify chemicals and hazardous substances/HAZCHEM labels;
- ❑ Manufacturer's instructions for use of cleaning materials or hazardous substances;
- ❑ Manufacturer's instructions for use of cleaning equipment.
- ❑ Using and maintaining cleaning equipment
- ❑ Using and storing chemicals, hazardous substances and flammable materials;
- ❑ Using electrical and other equipment safely

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

- ❑ waste removal;
- ❑ environmental protection;
- ❑ transport, storage and handling of goods;
- ❑ hazardous substances and dangerous goods;
- ❑ labelling of workplace substances;
- ❑ occupational health and safety;
- ❑ use of protective clothing/equipment

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 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
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.