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These documents have been harvested from distance education resources on March 12, 2020 to support all teachers in providing a continuity of learning for their students in the event of student absence during this difficult time.

**Updated – 12 March 2020**

# Year 12 Retail Services

## SIRRV001 Receive and handle retail stock

### Maintain stock handling and storage areas

#### Section 1



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# Contents

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Outcomes	5
1.1 – Maintain cleanliness of stock handling and storage areas	6
1.2 – Ensure correct environmental conditions for storage of perishable and other stock to prevent loss or damage as required	8
1.3 – Remove and dispose of waste to minimise safety risks and environmental impacts	9
1.4 – Report hazards and potential hazards to relevant personnel to minimise safety risks	10

# Outcomes

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By completing this unit, students are working towards achieving the following outcomes.

- Maintain cleanliness of stock handling and storage areas.
- Ensure correct environmental conditions for storage of perishable and other stock to prevent loss or damage as required.
- Remove and dispose of waste to minimise safety risks and environmental impacts.
- Report hazards and potential hazards to relevant personnel to minimise safety risks.



# 1.1 – Maintain cleanliness of stock handling and storage areas

## Maintaining cleanliness of stock areas

In business, it is vital – for reasons of order, health and safety, and basic professionalism – to maintain the cleanliness of all stock handling and storage areas. Failure to do so can cause all manner of problems, from negatively impacting professional image, to reducing the efficiency of working practice – and therefore profits. Put simply, a clean and tidy stock handling area will make it easier for you and fellow staff members to perform to the best of your ability.

### Maintaining the cleanliness of stock handling areas means:

- Storing stock items in an orderly fashion
- Designating specific areas for specific stock items
- Storing similar stock items together
- Labelling stock items
- Vacuum cleaning, sweeping and wiping floors and surfaces
- Disposing of waste packaging and damaged stock items
- Disposing of unnecessary items
- Leaving walk room for staff to retrieve stock items.

### Tips for maintaining the cleanliness of stock areas

Aside from the basics detailed above, there are a few actions you can take to ensure the cleanliness of stock areas is maintained at all times.

#### You could:

- Delegate the fine-tuning of cleaning and tidying stock rooms to a particular staff member
- Encourage all staff members to keep an eye on the cleanliness and tidiness of stock areas and to ‘work as they go’
- Designate a specific time of the day or week solely to cleaning and tidying stock areas
- Ask, before anything goes into the stock room, whether a stock item will be needed again within a month
- Label stock items alphabetically
- Install vertical shelving units to make use of as much space as possible
- Install hanging racks.

## Activity 1A

1. Why is it vital to maintain the cleanliness of all stock handling and storage areas?

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2. List five aspects of maintaining the cleanliness of stock handling areas.

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3. List three tips for maintaining the cleanliness of stock areas.

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## 1.2 – Ensure correct environmental conditions for storage of perishable and other stock to prevent loss or damage as required

### Ensuring environmental conditions are appropriate for stock

Certain items of stock are susceptible to damage and shrinkage if stored in inappropriate environmental conditions. For this reason, it is important to ensure that each and every stock item that your organisation buys and sells is stored in the correct way.

#### This means regulating stock room:

- Temperature
- Ventilation
- Lighting.



The vast majority of your stock items will come with storage instructions from the manufacturer, detailing how and where to store the item. Most of these storage instructions will specify the ideal temperature for storage (usually room temperature for items that aren't food or beverages), as well as the importance of ventilation and lighting. Before storing items, you should check the manufacturers' instructions for storage. Otherwise, you risk reducing the quality and longevity of the stock.

It is also important to regulate stock room temperatures, ventilation and lighting because working in a stock room that is especially cold, hot, damp or dark can be unpleasant; it can cause health and safety issues and affect working performance.

### Activity 1B

What 3 things should you regulate in stockrooms?

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# 1.3 – Remove and dispose of waste to minimise safety risks and environmental impacts

## Removing and disposing of waste

One of the most important processes for any business is waste management. Regardless of the specific nature of your retail business, it is probable that you will accrue some kind of waste – most likely packaging – and it is vital that you remove this waste in order to minimise safety risks and environmental impacts.

To be clear on the waste disposal guidelines affecting your role, you should consult not just your organisation’s policies and procedures but also any state or federal legislation that may affect working practice.

## Waste removal advice

### When it comes to waste removal, you should:

- Conduct a quick visual waste assessment while working
- Make sure that all waste is kept secure until it’s collected
- Recycle all glass, plastic, paper and card
- Dispose of waste during and after every shift
- Dump waste into the correct bins
- Label bins
- Not throw away items that can still be used
- Dispose of hazardous substances in the correct manner
- Make sure that anyone collecting waste from your business is licensed to carry waste
- Keep record proving that a licensed waste carrier collected your waste
- Identify local collectors of recyclable materials.



Remember, failing to contain and remove waste properly is a criminal offence, so make sure you follow every relevant guideline when it comes to waste management.

## Activity 1C

List five aspects of waste removal.

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## 1.4 – Report hazards and potential hazards to relevant personnel to minimise safety risks

### Reporting hazards and potential hazards

The workplace can be dangerous and all employers and employees have a responsibility to carry out risk assessments and report hazards (and potential hazards) to the relevant personnel to minimise safety risks. Assessments should be recorded and every hazard should be documented.

### Preventing workplace hazards

The first step towards minimising safety risks is to conduct a workplace safety inspection. Regular inspections can help to prevent injuries and illnesses. By critically examining all aspects of the workplace, you and your colleagues can identify and record hazards that must be addressed and corrected.

#### A workplace inspection should include:

- Listening to the concerns of workers and supervisors
- Gaining further understanding of jobs and tasks
- Identifying existing and potential hazards
- Determining underlying causes of hazards
- Monitoring hazard controls (personal protective equipment, engineering controls, policies, procedures)
- Recommending corrective action.



### Finding and reporting hazards

When you find a hazard, you should report it immediately to your supervisor/manager. This kind of prompt reporting allows for subsequent corrective action to be taken immediately and therefore minimises safety risks and environmental impacts.

Hazards can be reported verbally and/or by completing a simple form available at bulletin boards or other places.

**Your organisation should:**

- Have a written policy to demonstrate its commitment and assign responsibility at every level
- Identify and evaluate all hazardous substances in the workplace
- Label all hazardous substances
- Educate workers about labels, safe handling, storage, disposal and emergency response
- Identify required personal protective equipment and educate workers in its care and use
- Promote the purchase of the safest substances possible
- Identify qualified persons responsible for carrying out the program.



**Activity 1D**

1. List 3 aspects of workplace inspection

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2. List 3 actions your organisation should take to aid reporting of hazards

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