

Title	Maintain housekeeping in a retail environment		
Level	2	Credits	3

Purpose	<p>This unit standard is for people who are training to work in a retail environment.</p> <p>People credited with this unit standard are able to maintain housekeeping in a retail environment.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

Retail environment – workplaces where the primary focus is on customers purchasing goods or services.
- 2 All tasks are to be carried out in accordance with organisational procedures, the organisation being the enterprise carrying out the work.
- 3 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 4 This unit standard may be assessed against in a simulated situation that reflects a realistic workplace environment.

Outcomes and evidence requirements

Outcome 1

Maintain housekeeping in a retail environment.

Evidence requirements

1.1 Workplace is kept clean, tidy, free from dust and free of hazards and with minimal disruption to customers.

Range housekeeping may include but is not limited to – floor, counter, walls, ceiling, windows, displays, fixtures, fittings, furniture, furnishings.

1.2 Stock is maintained in good condition.

Range maintenance may include but is not limited to – clean, free from dust, without damage, correctly presented, in correct place, correct packaging, clearly labelled, special requirements met: evidence of four is required.

1.3 Supplies are maintained.

Range supplies may include but are not limited to – packaging, stationery, point of sale supplies, cleaning materials, change, refreshments; evidence of three is required.

1.4 Workplace routines are followed.

Range routines may include but are not limited to – opening, closing, cleaning, caring for stock, banking, dealing with mail, dealing with couriers, shopping, running errands
evidence of four is required.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 October 1997	31 December 2013
Review	2	28 February 2006	31 December 2013
Review	3	15 April 2011	31 December 2016
Review	4	21 May 2015	N/A
Review	5	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.