

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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Guidance Information

- 1 Definitions

Retail environment – workplaces where the primary focus is on customers purchasing goods or services.

Workplace procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 2 All tasks are to be carried out in accordance with workplace procedures, the workplace 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 performance criteria

Outcome 1

Maintain housekeeping in a retail environment.

Performance criteria

- 1.1 Workplace is kept clean, tidy, free from dust and hazards, and causing minimal disruption to customers.
- Range cleaning 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 of stock 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 2027
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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	31 December 2025
Review	5	8 December 2016	31 December 2025
Review	6	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.