

**SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Workplace Housekeeping, Safety and Security					
<b>TSC</b>	Workplace First-Aid					
<b>TSC Description</b>	Assess casualties and apply first aid, CPR and AED skills and abilities in the workplace					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>RET-WSH-1001-1.1</b>	<b>RET-WSH-2001-1.1</b>	<b>RET-WSH-3001-1.1</b>	-		
	Respond to casualty in a culturally aware, sensitive and respectful manner and use available resources and equipment to make the casualty as comfortable as possible	Identify, assess and manage immediate hazards to health and safety of self and others and provide first aid assistance (CED and APR) in accordance with established first aid principles and procedures	Assess casualty and recognise the need for first aid response and evaluate the situation and seek assistance from emergency response services			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• First aider's roles and responsibilities</li> <li>• Basic first aid management</li> <li>• Emergency action principles</li> <li>• Respiratory, nervous and skeletal system</li> <li>• Human anatomy &amp; physiology</li> <li>• Importance of quick response in internal and external injuries</li> <li>• Importance of quick response for medical emergencies</li> <li>• Symptoms and signs of burns</li> <li>• Symptoms and signs of bites and stings</li> <li>• Symptoms and signs of poisoning</li> </ul>	<ul style="list-style-type: none"> <li>• First aider's roles and responsibilities</li> <li>• Basic first aid management</li> <li>• Emergency action principles</li> <li>• Respiratory, nervous and skeletal system</li> <li>• Human anatomy &amp; physiology</li> <li>• Importance of quick response in internal and external injuries</li> <li>• Importance of quick response for medical emergencies</li> <li>• Symptoms and signs of burns</li> <li>• Symptoms and signs of bites and stings</li> <li>• Symptoms and signs of poisoning</li> </ul>	<ul style="list-style-type: none"> <li>• First aider's roles and responsibilities</li> <li>• Basic first aid management</li> <li>• Emergency action principles</li> <li>• Respiratory, nervous and skeletal system</li> <li>• Human anatomy &amp; physiology</li> <li>• Importance of quick response in internal and external injuries</li> <li>• Importance of quick response for medical emergencies</li> <li>• Symptoms and signs of respiratory problems</li> <li>• Symptoms and signs of heart attack</li> <li>• Symptoms and signs of circulatory disorders</li> <li>• Symptoms and signs of head, spine and lower limbs injuries</li> </ul>			
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Respond to the casualty in a culturally aware, sensitive and respectful manner</li> <li>• Use available resources and equipment to make the casualty</li> </ul>	<ul style="list-style-type: none"> <li>• Provide advanced first aid assistance (CED and APR) in accordance with established first aid principles and procedures</li> <li>• Identify, assess and manage immediate</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the casualty and recognise the need for first aid response</li> <li>• Evaluate the situation and seek assistance from emergency response services</li> </ul>			

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	<ul style="list-style-type: none"> <li>• Provide basic first aid assistance in accordance with established first aid principles and procedures</li> </ul>	hazards to health and safety of self and others				
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