

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Perform stock control procedures		
Unit code	Competency field	Sector	HSC Indicative Hours 20
SIRXINV001A	Inventory	Cross-Sector	

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods.
Prerequisite units	Nil
Application of the unit	This unit requires the consistent application of store policy and relevant legislation, including safe working practices in the handling and moving of stock, to ensure efficient stock control in a retail environment. Team members are required to receive and process incoming goods, dispatch outgoing goods, rotate stock and maintain stock levels, assist with stocktaking, and report problems or discrepancies in stock to relevant personnel.
Employability Skills	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing Employability Skills
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> • consistently applies store policy and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control • consistently applies safe working practices in the manual handling and moving of stock according to OHS legislation and regulations and store policy • interprets and applies manufacturer instructions with regard to handling stock and using relevant equipment • receives and processes incoming goods and 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> • a retail work environment • relevant equipment, including: <ul style="list-style-type: none"> - stock moving equipment - manual and electronic labelling and ticketing equipment • computers and stock recording equipment • relevant documentation, such as: <ul style="list-style-type: none"> - invoices, packing slips, dispatch documents and order forms - recording and tally sheets - store policy and procedures manuals - OHS regulations 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • observation of performance in the workplace • third-party reports from a supervisor • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance. 	<p>Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d	Context of and specific resources for assessment cont/d	Methods of assessment cont/d	
<p>dispatches outgoing goods according to store policy and procedures</p> <ul style="list-style-type: none"> • rotates stock and performs out-of-code checking and reporting according to store policy and procedures • interprets and processes information accurately and responsibly. 	<ul style="list-style-type: none"> - relevant legislation and statutory requirements - industry codes of practice. 	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SIRXCCS001A Apply point-of-sale handling procedures • SIRXRSK001A Minimise theft • SIRXCCS002A Interact with customers • SIRXFIN001A Balance point-of-sale terminal. 	

<p style="text-align: center;">Required Skills and Knowledge</p>		<p style="text-align: center;">HSC Requirements and Advice</p>
<p style="text-align: center;">This section describes the essential skills and knowledge and their level, required for this unit.</p>		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • following set routines and procedures • using electronic labelling and ticketing equipment • literacy and numeracy skills in regard to: <ul style="list-style-type: none"> - stock records and delivery documentation - reporting problems. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • store policy and procedures in regard to: <ul style="list-style-type: none"> - stock control - store labelling policy - product quality standards - correct unpacking of goods - out-of-date, missing or damaged stock - equipment used - stock location - waste disposal - methods of storage - delivery documentation - stock record documentation - dispatch documentation • reporting faults and problems • relevant legislation and statutory requirements • relevant industry codes of practice • relevant OHS regulations. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • check stock and validate order • handling and unpacking/packing of stock • correct manual handling techniques • correct use/application of lifting equipment • dealing with discrepancies • dispatch stock/goods • excess stock • housekeeping • minimum stock levels • operation and maintenance of electronic recording equipment • operation, use and maintenance of labelling and ticketing equipment • product life • product quality • quality assurance • receive and process incoming goods • recycling and waste disposal • relevant personnel • reorder stock • reporting and recording • returning goods to supplier • safe and secure placement of stock • safe and secure transport and storage of stock • safe work practices and procedures • stock control procedures, systems and documentation • stock rotation • weight limits • working knowledge of stock control equipment • workplace/company/store policy and procedures.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Receive and process incoming goods	1.1 Maintain cleanliness and orderliness in receiving bay according to <i>store policy and procedures</i> .	<p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.</p> <p><i>Store policy and procedures</i> may relate to:</p> <ul style="list-style-type: none"> • stock control • reception and dispatch • OHS • food safety. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/company/store policy and procedures for the receipt and processing of incoming goods.</p> <p>Planning and preparation for a range of tasks/activities applicable to stock control procedures in a retail services workplace/company/store.</p> <p>Routine procedures for stock control for specific enterprises found in:</p> <ul style="list-style-type: none"> • workplace/company/store policies and procedures manual • job role/job description • information from supervisor/manager • standard business protocol • industry codes of practice. <p>An awareness of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • occupational health and safety (OHS) induction training • selection, use and maintenance of personal protective equipment (PPE) • selection of appropriate tools for the task • correct use, maintenance and storage of tools and equipment • correct handling, application, labelling and storage of hazardous and non-hazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • location and use of safety alarms and emergency exits • correct use of fire fighting equipment: <ul style="list-style-type: none"> - fire blanket - fire extinguishers • hazard identification and risk control • basic first aid training and access to first aid kits • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, workplace/

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	<p>1.2 Unpack goods using correct <i>handling techniques</i> and <i>equipment</i> according to store policy.</p>	<p><i>Handling techniques</i> may vary according to:</p> <ul style="list-style-type: none"> • stock characteristics • industry codes of practice • legislative requirements. <p><i>Equipment</i> may include:</p> <ul style="list-style-type: none"> • electronic bar coding equipment • weighing machines • thermometers • trolley return equipment • portable data entry • cutting equipment • protective clothing. 	<p>company/store policies and procedures</p> <ul style="list-style-type: none"> • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment. <p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques for protection of self, others and merchandise when:</p> <ul style="list-style-type: none"> • moving stock • lifting/carrying • loading/unloading • working at heights • bending and twisting • using mechanical aids • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p> <p>OHS considerations for the use and operation of lifting equipment including:</p> <ul style="list-style-type: none"> • danger to self and others • hazard identification and risk control measures • load restraints • qualifications/licence and training for the operator. <p>Correct use/application of lifting equipment for manual handling.</p> <p>An understanding of safe and secure placement of stock on moving/lifting equipment.</p> <p>Working knowledge of a range of equipment that may be required during stock control procedures:</p> <ul style="list-style-type: none"> • electronic bar coding equipment • weighing machines • thermometers • portable data entry • cutting equipment • PPE.

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	<p>1.3 Remove and promptly dispose of packing materials according to store policy and relevant <i>legislative requirements</i>.</p>	<p><i>Legislative requirements</i> may vary according to:</p> <ul style="list-style-type: none"> • OHS • hazardous substances and dangerous goods • labelling of workplace substances • waste removal and environmental protection • transport, storage and handling of goods. 	<p>Learning experiences for the HSC must address:</p> <p>Packing materials including:</p> <ul style="list-style-type: none"> • paper • cardboard • plastic • packing tape • ties/staples • polystyrene. <p>Environmental considerations for dealing with waste including:</p> <ul style="list-style-type: none"> • recycling <ul style="list-style-type: none"> - paper-based products - plastic • approved disposal of <ul style="list-style-type: none"> - hazardous material - non-hazardous material. <p>Knowledge of workplace/company/store policies and procedures for waste disposal.</p>
	<p>1.4 Check incoming stock and validate against purchase orders and delivery documentation according to store policy and relevant legislative requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Criteria with which to accurately check incoming stock:</p> <ul style="list-style-type: none"> • quantity • size • weight • quality. <p>A range of stock control documentation including:</p> <ul style="list-style-type: none"> • requisitioning form • order/purchasing form • credit claim form • packing slip • recording/tally sheet • dispatch document • delivery docket/invoice. <p>An awareness of reasons why stock may not be delivered including:</p> <ul style="list-style-type: none"> • no longer available

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			<ul style="list-style-type: none"> • out of season • placed on back order • undeliverable because of transport/logistic problems • subject to quotas • missing due to vendor theft. <p>Procedures to deal with discrepancies in stock order including:</p> <ul style="list-style-type: none"> • notification to supplier • storage of excess stock • return of stock. <p>Personnel to whom variations or defects should be reported to:</p> <ul style="list-style-type: none"> • supervisor/manager • supplier/wholesaler/manufacture • finance/account department.
	<p>1.5 Inspect items received for damage, quality, use-by dates, breakage or discrepancies and record according to store policy.</p>		<p>Learning experiences for the HSC must address:</p> <p>Awareness of the role of employees in quality assurance relating to the provision of goods and services within the workplace/company/store.</p> <p>Reporting faults and problems:</p> <ul style="list-style-type: none"> • all items checked for size, quantity and correct specifications • reporting packaging that is tampered with or broken • reporting defects or variations on the delivery docket • notification of defects to supplier <ul style="list-style-type: none"> - damaged - missing - out-of-date. <p>Reporting discrepancies and variations:</p> <ul style="list-style-type: none"> • written/verbal • formal/informal. <p>Personnel to whom discrepancies and variations should be reported including:</p> <ul style="list-style-type: none"> • supervisor/manager • finance/account department.

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			Reasons for stock to be returned to supplier: <ul style="list-style-type: none"> • faulty • damaged • incorrect • oversupply • out-of-date. An awareness of workplace/company/store policy and procedures for dispatching/returning goods.
	1.6 Record stock levels on store <i>stock systems</i> according to store policy.	<i>Stock systems</i> may be: <ul style="list-style-type: none"> • manual • electronic. 	Learning experiences for the HSC must address: Understanding of the purpose and benefits of stock control. Types of stock control systems: <ul style="list-style-type: none"> • manual <ul style="list-style-type: none"> - stock/tally sheets - order forms • electronic <ul style="list-style-type: none"> - portable hand held units - electronic data interchange (EDI). Stock control systems and documentation: <ul style="list-style-type: none"> • manual • electronic. The importance of recording information that is: <ul style="list-style-type: none"> • clear • legible • accurate • concise • appropriate in terms of industry terminology.
	1.7 Rotate and store stock according to the first in first out (FIFO) principle.		Learning experiences for the HSC must address: Stock rotation including: <ul style="list-style-type: none"> • FIFO (first in first out). Monitoring for slow-moving items. Transportation of supplies to the appropriate storage area safely and promptly without damage including:

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	<p>1.8 Dispatch stock to appropriate area/ department.</p>		<ul style="list-style-type: none"> • storing perishable items immediately • handling fragile items with care • ensuring heavy items are not <ul style="list-style-type: none"> - stacked on light, breakable items - stacked on high shelves • ensuring sharp objects don't penetrate packaging. <p>Points to consider when storing goods including:</p> <ul style="list-style-type: none"> • climatic effects • OHS considerations • cleanliness/hygiene • stability • security • ease of access. <p>Knowledge of workplace/company/store policies and procedures for storage of goods including:</p> <ul style="list-style-type: none"> • labelling • storage records <ul style="list-style-type: none"> - location - time/date received - quantity check when stock is rotated. <p>Basic knowledge of product life, storage and security requirements for stock including:</p> <ul style="list-style-type: none"> • general items • specialist items • restricted items • high risk stock. <p>Types of storage areas:</p> <ul style="list-style-type: none"> • stockroom • refrigerator • bulk storage • secure storage <ul style="list-style-type: none"> - vault - cage.

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	1.9 Apply stock price and code labels when required according to store policy.		<p>Learning experiences for the HSC must address:</p> <p>Operation, use and maintenance of labelling and ticketing equipment:</p> <ul style="list-style-type: none"> • manual • electronic.
2 Rotate stock	2.1 Carry out stock rotation procedures according to store routine and policy.		
	2.2 Perform store code checking and reporting procedures, including recording of waste and markdowns.		
	2.3 Place merchandise to achieve a balanced, fully-stocked display appearance and promote sales.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store policy and procedures for:</p> <ul style="list-style-type: none"> • maintaining stock levels • displaying stock.
	2.4 Place excess stock in storage or dispose of according to store policy and legislative requirements.		
	2.5 Maintain safe lifting, shifting and carrying techniques according to OHS policy and legislative requirements.		