

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Merchandise food products		
Unit code	Competency field	Sector	HSC Indicative Hours 20
SIRRMER001A	Merchandising	Retail	

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare, arrange and present food products, including convenience foods within the store. It includes the setting up and maintenance of displays and labelling or pricing of stock. It also includes the handling, protection and storage of food products for display or sale.
Prerequisite units	SIRRFSA001A Apply retail food safety practices
Application of the unit	This unit requires the team member to demonstrate concise knowledge and application of store policy and food safety procedures, including legislative requirements, in all aspects of handling, preparing, displaying, ticketing and storing food in a retail environment. Frontline staff and supervisors are responsible for this role.
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 and legislative requirements in regard to hygiene and sanitation practices • consistently applies store policy and procedures and legislative requirements for preparation, arrangement, presentation, handling and storage of food products • consistently applies store policy and procedures and legislative requirements in regard to displaying, merchandising, ticketing, pricing and storage of stock • displays merchandise on fixtures, shelves 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> • a retail work environment • food preparation equipment • ticketing equipment • products for preparation and display • display materials and props • cleaning equipment and materials • relevant documentation, such as: <ul style="list-style-type: none"> - store policy and procedures manuals - OHS - industry codes of practice and relevant legislation - manufacturer instructions and operation 	<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 • customer feedback • written or verbal questioning to assess knowledge and understanding. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p>	<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>and display areas in determined locations in accordance with special manual handling techniques and other safety requirements</p> <ul style="list-style-type: none"> • prepares display labels and price tickets for merchandise according to store policy and procedures • operates, maintains and stores a range of electronic ticketing equipment according to: <ul style="list-style-type: none"> - store policy and procedures - industry codes of practice - manufacturer instructions and design specifications • arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements • identifies damaged, soiled or out of date stock and takes corrective action as required by store procedures • maintains display areas and replenishes stock as required according to store procedures • performs correct manual handling, storage and display techniques according to: <ul style="list-style-type: none"> - stock characteristics - industry codes of practice - OHS regulations - food safety practices. 	<p>manuals on electronic ticketing equipment.</p>	<ul style="list-style-type: none"> • SIRRFA001A Apply retail food safety practices. 	

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • interpersonal communication skills to: <ul style="list-style-type: none"> - report temperature irregularities to appropriate personnel through clear and direct communication - share information - use language and concepts appropriate to cultural differences - use and interpret non-verbal communication • use and maintenance of: <ul style="list-style-type: none"> - food preparation tools and equipment - electronic labelling and ticketing equipment - food storage and display units • completing tasks in set timeframe • literacy and numeracy skills in relation to: <ul style="list-style-type: none"> - reading and interpreting store procedures and guidelines - weighing and measuring of goods - machine or manual preparation of labels and tickets. 	<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"> - merchandising, ticketing and pricing - correct storage of stock - store promotional themes, including advertising, catalogues and special offers - location of display areas - principles of display - availability and use of display materials - stock rotation - stock replenishment - scheduling building and rotating displays - correct manual handling techniques for protection of self and merchandise - correct storage procedures for labelling and ticketing equipment and materials - correct storage procedures for food preparation tools and equipment • preparation of food products for display • placing and arranging food stock and maintaining displays • labelling and ticketing items and displays • pricing procedures, including GST requirements • relevant legislation and statutory requirements, including food safety. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • appropriate personnel • correct manual handling techniques • corrective action • cross-contamination • date code stock • display food products • display materials and props • food preparation tools and equipment • food product range • food safety program • food storage requirements and shelf life • handling, protection and storage of food products • housekeeping • identify and maintain food storage temperatures • labels and tickets • legislative requirements • load bearing and load limit capacity • maintaining correct pricing and information • markdowns and reductions • merchandise • merchandise range • merchandising • operation, use and maintenance of labelling and ticketing equipment • optimum stock levels • packaging materials • placement of merchandise and displays • prepare, arrange/face up and present food products • prepare, place, arrange and display labels and tickets • pricing structure • principles of display • product characteristics • promotional themes • quality assurance

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • recording and reporting • recycling and waste disposal • retail design • safe work practices and procedures • scheduling for building and rotating displays • setting up and maintaining displays • signs of damaged, deteriorated, spoiled or out-of-date stock • standard work activities/tasks • stock characteristics • stock replenishment and rotation • storage of labelling and ticketing equipment and materials • storage and display units and fixtures • unpack food stock • use, maintain, clean and store food preparation tools and equipment • workplace/company/store policy and procedures • wrap/package food products.
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Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare food stock	<p>1.1 Identify <i>preparation and handling requirements</i> for specific food products and apply according to <i>legislative requirements</i> and <i>store policy and procedures</i>.</p>	<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>Preparation and handling requirements</i> may vary according to food product characteristics including:</p> <ul style="list-style-type: none"> • perishable items • cooked and uncooked items • items requiring defrosting and freezing • separating items to enhance presentation and to prevent cross-contamination and spoiling • items requiring chilling and heating • wet and dry items. <p><i>Legislative requirements</i> may include:</p> <ul style="list-style-type: none"> • food safety regulations • OHS • pricing procedures including GST requirements • manual handling • waste disposal • environmental protection • industry codes of practice. <p><i>Store policy and procedures</i> in regard to:</p> <ul style="list-style-type: none"> • preparation, arrangement, presentation, handling and storage of food stock • maintenance and cleaning of equipment and working areas. 	<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • merchandise • merchandise range • merchandising. <p>Planning and preparation for display of food products in a workplace/company/store.</p> <p>Knowledge of appropriate time frames for the completion of standard work activities/tasks.</p> <p>Knowledge of workplace/company/store food product range.</p> <p>Workplace/company/store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • food safety program • preparation of food products • handling of food products • sale of food products. <p>A basic awareness of current legislative requirements including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended). <p>A basic awareness of hygiene and food safety legislation regarding correct storage, handling and preparation of food including:</p> <ul style="list-style-type: none"> • <i>Food Act 2003</i> (NSW) (as amended) • <i>Food Regulation 2004</i> (NSW) • Food Standards Australia New Zealand (FSANZ) • Hazard Analysis Critical Control Point (HACCP).
	<p>1.2 Use <i>food preparation tools and equipment</i> according to approved OHS procedures.</p>	<p><i>Food preparation tools and equipment</i> may include:</p> <ul style="list-style-type: none"> • knives and slicers • boards • cookware, such as saucepans and baking trays 	<p>Learning experiences for the HSC must address:</p> <p>Use of a range of food preparation tools and equipment appropriate to work tasks.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> • ovens and cook tops • appliances, such as mixers. 	<p>Safe work practices in accordance with occupational health and safety (OHS) regulations, legislation and statutory requirements.</p> <p>An awareness of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • 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/company/store policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment.
	<p>1.3 Clean, maintain and store food preparation tools and equipment according to store procedures and legislative requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Safe work practices for using tools and equipment including:</p> <ul style="list-style-type: none"> • following standard operating procedures (SOP) and manufacturer's specifications before, during and after use • risk management (identifying hazards and implementing control measures) • correct manual handling • appropriate use of PPE • regular servicing and maintenance

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			<ul style="list-style-type: none"> • selection of appropriate tool for use • working with electricity in a safe manner • adequate ventilation • attaching appropriate safety guards where required. <p>Issues relating to the storage of tools and equipment including:</p> <ul style="list-style-type: none"> • security • climatic affects • OHS considerations • stability • ease of access.
	<p>1.4 <i>Wrap or package</i> food products as required according to store procedures and legislative requirements.</p>	<p>Materials and techniques used to <i>wrap or package</i> food may include:</p> <ul style="list-style-type: none"> • pre-packaging • separating items to prevent cross-contamination • protection of items • covering to prevent deterioration of product • polystyrene trays • soaker pads • clear plastic containers • plastic wrap • plastic bags • butcher paper. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of packaging materials including:</p> <ul style="list-style-type: none"> • boxes • crates • bags <ul style="list-style-type: none"> - paper - waxed paper - plastic - foil - cloth - pre-heat • paper • plastic wrap • trays <ul style="list-style-type: none"> - cardboard - foil - polystyrene • protective products <ul style="list-style-type: none"> - special labels - fragile tape - bubble wrap - styrofoam - shredded paper • fastening items <ul style="list-style-type: none"> - adhesive tape - decorative ribbon - string - banding - staples.

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			<p>The selection and use of packaging/wrapping materials according to food product characteristics for:</p> <ul style="list-style-type: none"> • protection of merchandise <ul style="list-style-type: none"> - fragile/delicate items - perishable items - bulk items • security of merchandise • transport/distribution • point of sale marketing/promotion • company/store/brand promotion • gift/special wrapping.
2 Place and arrange food stock	2.1 Unpack food stock according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques for protection of self, others and stock 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>
	2.2 Check food products for freshness and place in or on <i>storage and display units</i> in specified locations according to product handling and OHS requirements.	<p><i>Storage and display units</i> may include:</p> <ul style="list-style-type: none"> • window displays • heaters, ovens, bain-maries and rotisseries • freezers • refrigerated units and coolrooms • display fixtures, bins, cabinets • self-serve. 	<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>Placement, presentation and storage of food products in appropriate location according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures manual • supervisor/team leader instructions. <p>Storage/display of stock with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • food safety program • stability

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			<ul style="list-style-type: none"> • OHS • security • optimum presentation • ease of access • time frame for storage.
	2.3 Rotate food stock according to shelf life, use-by-dates, store procedures and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>Stock rotation including:</p> <ul style="list-style-type: none"> • FIFO (first in first out). <p>Monitoring for slow-moving items.</p>
	2.4 Identify damaged, deteriorated, spoiled or out-of-date stock and take <i>corrective action</i> according to store procedures and legislative requirements.	<p><i>Corrective action</i> may include:</p> <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor or manager. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the signs of damaged, deteriorated, spoiled or out-of-date stock.</p> <p>Knowledge of when to take corrective action including:</p> <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor/manager.
	2.5 Display and store food products to avoid cross-contamination as indicated in store procedures and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • cross-contamination. <p>A basic understanding of:</p> <ul style="list-style-type: none"> • principles of display <ul style="list-style-type: none"> - balance <ul style="list-style-type: none"> ▪ symmetric ▪ asymmetric ▪ combination - focus • retail design <ul style="list-style-type: none"> - elements and principles - trends. <p>Availability and use of a range of display materials and props.</p>

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			<p>Set-up and maintenance of food product displays.</p> <p>Workplace/company/store scheduling for building displays.</p> <p>Handling and display techniques according to:</p> <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice.
<p>3 Prepare and display labels and tickets</p>	<p>3.1 Prepare <i>labels and tickets</i> for window, wall or floor displays, display units or products according to store policy.</p>	<p><i>Labels and tickets</i> may be provided or produced electronically or manually and may include:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • price, ingredients, use-by-date or shelf life and nominal weight • recommended storage procedures • recommended intended use • nutritional information. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of labels and tickets and their use including:</p> <ul style="list-style-type: none"> • shelf ticket • shelf talker • written label • swing ticket • bar code • price board • header board. <p>Information on labels and tickets including:</p> <ul style="list-style-type: none"> • price • product detail(s) • special condition(s) • bonus/other offer(s). <p>Skills in:</p> <ul style="list-style-type: none"> • weighing, estimating and calculating costs relevant to the pricing of goods and services • preparation and placement of labels and tickets <ul style="list-style-type: none"> - manual - electronic. <p>An awareness of details that may appear on a food product label including:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product

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			<ul style="list-style-type: none"> • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information.
	3.2 Date code stock as required.		
	3.3 Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.		
	3.4 Identify and ticket late mark-downs and reductions according to store policy.		
	3.5 Maintain and store <i>ticketing equipment</i> in a secure location.	<i>Ticketing equipment</i> may include: <ul style="list-style-type: none"> • pricing gun • shelf tickets • shelf talkers • written or electronically produced labels • bar coding equipment • price boards • header boards. 	Learning experiences for the HSC must address: Operation, use and maintenance of labelling and ticketing equipment: <ul style="list-style-type: none"> • manual • electronic. Storage of labelling and ticketing equipment and materials with consideration for: <ul style="list-style-type: none"> • climatic effects • OHS • stability • security • ease of access.
	3.6 Ensure tickets and labels are visible, correctly priced and placed on merchandise according to store procedures and legislative requirements.		Learning experiences for the HSC must address: Workplace/company/store pricing structure including: <ul style="list-style-type: none"> • pricing procedures <ul style="list-style-type: none"> - inclusion/exclusion of Goods and Services Tax (GST) - price lists • sales reductions • discounted items/markdowns. Correct placement of pricing and information on merchandise according to:

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • workplace/company/store policy and procedures • industry codes of practice • government regulations.
4 Maintain food displays	4.1 Reset and dismantle special promotion areas as required.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of store promotional themes including:</p> <ul style="list-style-type: none"> • advertising • catalogues • special offers.
	4.2 Ensure food products are arranged and faced up as directed and according to layout specifications, load-bearing and load limit capacity of fixtures and display or storage units.	<p>Load limits and load limit capacity may include:</p> <ul style="list-style-type: none"> • weight-bearing capacity • temperature maintenance. 	
	4.3 Identify unsuitable or out-of-date displays, and reset or remove as directed.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store scheduling for rotating displays.</p>
	4.4 Identify optimum stock levels and replenish stock according to store procedures.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store policy and procedures for maintaining/replenishing stock levels.</p>
	4.5 Maintain display areas in a clean and tidy manner with excess packaging removed.		<p>Learning experiences for the HSC must address:</p> <p>Housekeeping practices with proper consideration of the environment and OHS.</p> <p>An awareness of housekeeping practices including:</p> <ul style="list-style-type: none"> • cleaning • tidying • hygiene/sanitation • containment of loose stock. <p>An understanding of OHS guidelines and regulations relating to cleaning agents, chemicals/hazardous substances and cleaning equipment.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			Environmental considerations for dealing with waste including: <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. Knowledge of workplace/company/store policy and procedures for waste disposal.
5 Protect food stock	5.1 Identify and use correct handling, storage and display techniques according to stock characteristics and legislative requirements.		
	5.2 Use and change <i>food handling implements</i> according to legislative requirements and store procedures.	<i>Food handling implements</i> and equipment may include: <ul style="list-style-type: none"> • gloves • tongs • knives • spoons and scoops • slicers. 	Learning experiences for the HSC must address: An awareness of the need for: <ul style="list-style-type: none"> • change of implements between food items • frequent change of storage medium for serving implements.
	5.3 Identify fragile or expensive stock and handle with extra care to prevent damage or <i>deterioration</i> .	<i>Deterioration</i> of product may include: <ul style="list-style-type: none"> • contamination • product life and use-by date • crushing • drying out. 	Learning experiences for the HSC must address: Techniques for handling a range of food products to prevent deterioration including: <ul style="list-style-type: none"> • contamination • adulteration • staling • crushing • drying out • sweating.
	5.4 Identify and maintain correct temperatures for <i>product ranges</i> according to legislative requirements and store procedures.	<i>Product ranges</i> may include: <ul style="list-style-type: none"> • seafood, chicken, meat • delicatessen goods • seasonal varieties • exotic and unusual lines 	Learning experiences for the HSC must address: Awareness of appropriate temperatures for storage of food products with consideration for: <ul style="list-style-type: none"> • HACCP

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> • bakery items • dairy products • frozen foods • dried foods • canned foods • prepared salads and convenience foods. 	<ul style="list-style-type: none"> • ingredients/high risk products • optimum taste • length of storage.
	5.5 Check, maintain and clean storage and display units according to store procedures.		
	5.6 Report temperature irregularities to <i>appropriate personnel</i> without delay.	<p><i>Appropriate personnel</i> may include:</p> <ul style="list-style-type: none"> • team leader • supervisor • manager. 	<p>Learning experiences for the HSC must address:</p> <p>Records including:</p> <ul style="list-style-type: none"> • formal/informal • written/verbal. <p>Appropriate personnel including:</p> <ul style="list-style-type: none"> • colleague • supervisor/team leader • manager • supplier/wholesaler/manufacture.