

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Prepare and display bakery products		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRRMER004A	Merchandising	Retail	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare, arrange and present bakery products within the store. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the maintenance, handling and storage of bakery products.
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 bakery products 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 follows, applies and implements food safety requirements and store policy and procedures in regard to the preparation, arrangement, presentation, handling and storage of bakery products consistently applies store policies and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock consistently displays merchandise on fixtures, shelves and display areas in determined locations according to special 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a retail work environment 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 procedure manuals OHS food safety requirements 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 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>manual handling techniques and other safety requirements</p> <ul style="list-style-type: none"> • prepares display labels and price tickets for merchandise with regard to legislative requirements and store policies 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 • consistently arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements • consistently identifies damaged, contaminated or out-of-date stock and takes corrective action as required by food safety requirements and store procedures • consistently maintains display areas and replenishes stock as required according to store procedures • consistently performs correct manual handling, storage and display techniques, including at point-of-sale operation, according to: <ul style="list-style-type: none"> - stock characteristics - industry codes of practice - OHS regulations - food safety practices. 	<p>manuals for electronic ticketing equipment.</p>	<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"> • SIRRFS001A 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"> - the sale of food items - food safety requirements - merchandising, ticketing, labelling and pricing - correct storage of stock - store promotional themes, advertising, catalogues and special offers - location of display areas - availability and use of display materials - stock rotation - stock replenishment - scheduling for building and rotating displays - correct manual handling techniques for protection of self and merchandise - correct storage procedures for labelling and ticketing equipment and materials • store bakery product range • preparation of bakery products for display • placing and arranging bakery products and maintaining displays • pricing requirements, including GST requirements • relevant OHS legislation and codes of practice • relevant legislation and statutory requirements, including food safety • Trade Practices and Fair Trading Acts • relevant industry codes of practice. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • appropriate personnel • bakery preparation tools and equipment • bakery product range • correct manual handling techniques • corrective action • date code stock • deterioration • display bakery products • display materials and props • food handling implements • food safety program • freshness • handle, package and store bakery products • housekeeping • information on labels and tickets • labels and tickets • legislative requirements • markdowns and reductions • operation, use and maintenance of labelling and ticketing equipment • optimum stock levels • packaging materials • placement of merchandise and displays • prepare, arrange and face-up and present bakery products • prepare, place, arrange and display labels and tickets • pricing structure • principles of display • product characteristics • product labels • promotional themes • quality assurance • recommended temperatures for storage of bakery products • recording and reporting • recycling and waste disposal • retail design

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • safe work practices and procedures • schedule for building and rotating displays • setting up and maintaining displays • shelf life • signs of damaged, deteriorated, spoiled or out-of-date stock • standard work activities/tasks • stock replenishment and rotation • storage of labelling and ticketing equipment and materials • storage and display units and fixtures • unpack bakery products • use, maintain, clean and store bakery preparation tools and equipment • use, selection, maintenance and storage of personal protective equipment (PPE) • weight limits • workplace/company/store policy and procedures.
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Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare bakery products	1.1 Identify <i>preparation</i> and <i>handling requirements</i> for individual bakery products according to <i>legislative requirements</i> and <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>Preparation</i> of bakery products may include:</p> <ul style="list-style-type: none"> • baking • de-panning • decorating and finishing • creaming and icing • slicing • packaging. <p><i>Handling requirements</i> may vary according to stock characteristics, including:</p> <ul style="list-style-type: none"> • perishable items • cooked and uncooked and hot and cold items • items requiring defrosting and freezing • wet and dry items • soft or fragile items requiring careful handling e.g. cream products • separating items to enhance presentation and to prevent cross-contamination and spoiling • items requiring chilling and heating. <p><i>Legislative requirements</i> may include:</p> <ul style="list-style-type: none"> • OHS • pricing procedures including GST requirements • manual handling • food safety regulations • consumer law • 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"> • food safety practices and preparation, arrangement, presentation, handling and 	<p>Learning experiences for the HSC must address:</p> <p>Planning and preparation for display of bakery 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 bakery product range.</p> <p>Use and maintenance of bakery preparation tools and equipment.</p> <p>Workplace/company/store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • food safety program • preparation of bakery products • handling of bakery products • sale of bakery 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).

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		storage of bakery products <ul style="list-style-type: none"> • maintenance and cleaning of equipment and working areas. 	
	1.2 Identify volume of product requiring preparation according to store procedures.		
	1.3 Identify and prepare products according to product and legislative requirements.		
	1.4 Use all <i>equipment</i> safely, switch off after use, and clean and store according to legislative requirements.	<i>Equipment</i> may include: <ul style="list-style-type: none"> • tongs • knives and slicers • protective clothing • food handling tissues • paper towels • scrapers and mixers • ovens, proving cabinets and cold storage. 	Learning experiences for the HSC must address: Safe work practices in accordance with occupational health and safety (OHS) regulations, legislation and statutory requirements. An awareness of safe work practices and procedures including: <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.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<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 • 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 effects • OHS considerations • stability • ease of access.
	1.5 Prepare items to comply with weight statements on labels according to legislative requirements.		
	1.6 Select <i>packaging</i> and place items into or on packaging according to product requirements, legislative requirements and store procedures.	<p><i>Packaging</i> may include:</p> <ul style="list-style-type: none"> • cardboard trays, foil trays, polystyrene trays • clear plastic containers • plastic wrap • plastic bags, foil bags and pre-heat bags • paper bags and cloth bags • cake trays and boxes. 	<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

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			<ul style="list-style-type: none"> • 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. <p>The selection and use of packaging/wrapping materials according to 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 bakery products	2.1 Unpack bakery according to legislative requirements and store procedures.		
	2.2 Check bakery products for quality and freshness prior to placement on display.		<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>
	2.3 Identify damaged, deteriorated, spoiled or out of date stock and take corrective action as required according to legislative requirements and store procedures.		<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>

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			Knowledge of when to take corrective action including: <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor/manager.
	2.4 Identify packaging requirements for bakery products, and package and <i>label</i> products, where required, according to legislative requirements and store procedures.	<p><i>Labels</i> may be provided or produced:</p> <ul style="list-style-type: none"> • electronically • manually. <p><i>Label</i> details 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>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 product label including:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information.
	2.5 Place bakery products in or on <i>storage and display units</i> in determined locations and place individual products in separate areas, containers or dividers, where required, to avoid spoilage and to enhance presentation.	<p><i>Storage and display units</i> may include:</p> <ul style="list-style-type: none"> • window displays • freezers, refrigerated units and coolrooms • display fixtures, bins, cabinets, cases and self-serve units • food warmers and bain-maries. 	<p>Learning experiences for the HSC must address:</p> <p>Placement, presentation and storage of bakery 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 plan/program • stability • OHS • security • optimum presentation

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			<ul style="list-style-type: none"> • ease of access • time frame for storage.
	2.6 Display bakery products to achieve a balanced appearance and promote sales.		<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of:</p> <ul style="list-style-type: none"> • principles of display • 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> <p>Set-up and maintenance of bakery product displays.</p> <p>Workplace/company/store scheduling for building displays.</p>
	2.7 Place bakery product range to conform to fixtures, ticketing, prices or bar codes.		
	2.8 Rotate bakery products according to shelf life, use-by dates, legislative requirements and store procedures.		<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>
2.9 Ensure presentation of bakery products complies with product handling requirements and techniques and legislative requirements.		<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>	

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			Handling and display techniques according to: <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice.
3 Prepare display labels and tickets	3.1 Prepare labels and tickets for window, wall or floor displays, display units or products according to store policy.		Learning experiences for the HSC must address: Knowledge of a range of labels and tickets and their use including: <ul style="list-style-type: none"> • shelf ticket • shelf talker • written label • swing ticket • bar code • price board • header board. Information on labels and tickets including: <ul style="list-style-type: none"> • price • product detail(s) • special condition(s) • bonus/other offer(s).
	3.2 Date code stock where required.		Learning experiences for the HSC must address: Operation, use and maintenance of labelling and ticketing equipment: <ul style="list-style-type: none"> • manual • electronic.
	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 as required according to store policy.		
	3.5 Use and maintain electronic ticketing equipment according to design specifications and store procedures.		

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	3.6 Maintain and <i>store ticketing equipment</i> in a secure location.	<i>Store ticketing equipment</i> may include: <ul style="list-style-type: none"> • pricing gun • shelf tickets and shelf talkers • written or electronically produced labels • bar coding • price boards and header boards. 	Learning experiences for the HSC must address: 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.
4 Place, arrange and display price tickets and labels	4.1 Ensure tickets and labels are visible and correctly placed or replaced to conform to legislative requirements and store policy.		
	4.2 Maintain correct pricing and clear information on products 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. <p>Correct placement of pricing and information on merchandise according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures • industry codes of practice • government regulations.
5 Maintain bakery product displays	5.1 Select bakery products for display.		
	5.2 Set and dismantle promotion areas according to store procedures.		Learning experiences for the HSC must address: Knowledge of a range of store promotional themes including: <ul style="list-style-type: none"> • advertising • catalogues • special offers.

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	5.3 Ensure products are arranged and faced up as directed and according to <i>layout and equipment specifications</i> .	<i>Layout and equipment specifications</i> may include: <ul style="list-style-type: none"> • load limits and load-bearing capacity of fixtures, storage and display units • weight bearing or volume capacity • temperature maintenance. 	
	5.4 Identify, reset or remove unsuitable or out-of-date displays as directed.		Learning experiences for the HSC must address: Workplace/company/store scheduling for rotating displays.
	5.5 Identify optimum stock levels and replenish stock according to store policy.		Learning experiences for the HSC must address: Workplace/company/store policy and procedures for maintaining/replenishing stock levels.
	5.6 Maintain display areas in a clean, safe and hygienic manner according to legislative requirements.		Learning experiences for the HSC must address: Housekeeping practices with proper consideration of the environment and OHS. An awareness of housekeeping practices including: <ul style="list-style-type: none"> • cleaning • tidying • hygiene/sanitation • containment of loose stock. An understanding of OHS guidelines and regulations relating to cleaning agents, chemicals/hazardous substances and cleaning equipment.
	5.7 Remove excess packaging from display areas and dispose of according to legislative requirements and store procedures.		Learning experiences for the HSC must address: 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.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			Knowledge of workplace/company/store policy and procedures for waste disposal.
6 Protect bakery products	<p>6.1 Identify and use correct handling, storage and display techniques according to bakery product characteristics and legislative requirements.</p> <p>6.2 Identify and use <i>personal protective clothing</i> and equipment and implements for handling products according to legislative requirements and store procedures.</p>	<p><i>Personal protective clothing</i> may include:</p> <ul style="list-style-type: none"> • aprons • gloves • hair covering • protective eye wear • protective foot wear. 	<p>Learning experiences for the HSC must address:</p> <p>Use and application of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves • protective clothing • eye protection. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturer's specifications for use • correct fitting • serviceability. <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation/store policy and procedures:</p> <ul style="list-style-type: none"> • cleaning and decontamination • correct storage • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment. <p>An awareness of the need for:</p> <ul style="list-style-type: none"> • change of implements between food items • frequent change of storage medium for serving implements.

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	6.3 Identify fragile products and handle with extra care to prevent damage or deterioration .	Deterioration of product may include: <ul style="list-style-type: none"> contamination and adulteration product life, use-by date and staling crushing and damage drying out and sweating. 	Learning experiences for the HSC must address: Techniques for handling a range of bakery products to prevent deterioration including: <ul style="list-style-type: none"> contamination adulteration staling crushing drying out sweating.
	6.4 Identify correct temperatures for product range and regularly check and maintain storage and display units to ensure products are kept at recommended temperatures according to legislative requirements and store procedures.	Product range may include: <ul style="list-style-type: none"> bread lines sweet yeast products (buns, scrolls, donuts) pies and pizzas cakes e.g. plain, cream, custard and fruit pastry lines e.g. sweet, savoury, custard and fruit hot or cold items cooked or uncooked items par-baked or frozen iced and un-iced items. 	Learning experiences for the HSC must address: Awareness of appropriate temperatures for storage of bakery products with consideration for: <ul style="list-style-type: none"> HACCP ingredients/high risk products optimum taste length of storage.
	6.5 Maintain and clean storage and display units according to legislative requirements.		
	6.6 Report temperature irregularities or equipment faults to appropriate personnel without delay and record according to legislative requirements and store procedures.	Appropriate personnel may include: <ul style="list-style-type: none"> team leader supervisor manager. 	Learning experiences for the HSC must address: Records including: <ul style="list-style-type: none"> formal/informal written/verbal. Appropriate personnel including: <ul style="list-style-type: none"> colleague supervisor/team leader manager supplier/wholesaler/manufactur.