

Sample Program Stock control

Rationale: This program provides the opportunity for students to develop knowledge and skills required to handle stock in a retail environment. This includes receiving and processing incoming goods, dispatching outgoing goods, rotating stock and maintaining stock levels.

Students will develop the specific knowledge and understanding to enable the skills to be developed and applied in the workplace.

Unit of competency: SIRXINV001A Perform stock control procedures

HSC requirements and advice – key terms and concepts:

Perform stock control procedures	
<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 goods • 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 	<ul style="list-style-type: none"> • 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.

Assessment:

The tasks referred to in this table are briefly explained in the program itself and/or in Section 4 of this Support Document.

SIRXINV001A Perform stock control procedures	
<i>Elements</i>	<i>Possible assessment strategy</i>
1. Receive and process incoming goods	<ul style="list-style-type: none"> • Tasks 1, 3, 4, 5, 9, 10, 12, 13, 14, 15, 16, 18, 22, 23, 26, 27 and 28.
2. Rotate stock	<ul style="list-style-type: none"> • Tasks 1, 3, 4, 9, 10, 13, 14, 15, 16, 18, 22, 23, 26, 27 and 28.

	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10	Task 11	Task 12	Task 13	Task 14	Task 15	Task 16	Task 17	Task 18	Task 19	Task 20	Task 21	Task 22	Task 23	Task 24	Task 25	Task 26	Task 27	Task 28
	Work placement activities & journal	Newspaper scrapbook	OHS written test	OHS induction	Workplace inspection – risk assessment	Scenario – dealing with an emergency	Visual communication test	Research project	Extended response: legislation	Role-plays and case studies	Telephone technique	Extended response: stock control	Written documentation	Housekeeping schedule – individual & team	Workplace/company/store manual	Stock assistant	Material Safety Data Sheet	Tools and equipment/plant	Job application	Reconciliation of cash and non-cash items	Design a sign	Industry-specific class projects	Calculation exercises	Workplace/company/store roster	Wrap and pack	Skills showcase	Part-time work	Examinations
SIRXINV001A Perform stock control procedures																												
<i>1 Receive and process goods</i>																												
1.1 Maintain cleanliness and orderliness in receiving bay according to store policy and procedures	✓			✓	✓									✓	✓	✓						✓					✓	✓
1.2 Unpack goods using correct handling techniques and equipment according to store policy	✓		✓	✓						✓		✓			✓	✓		✓				✓				✓	✓	✓
1.3 Remove and promptly dispose of packing materials according to store policy and relevant legislative requirements	✓								✓	✓		✓		✓	✓	✓						✓					✓	✓
1.4 Check incoming stock and validate against purchase orders and delivery documentation according to store policy and relevant legislative requirements	✓								✓			✓	✓		✓	✓						✓	✓			✓	✓	
1.5 Inspect items received for damage, quality, use-by-dates, breakage or discrepancies and record according to store policy	✓											✓	✓		✓	✓						✓	✓			✓	✓	
1.6 Record stock levels on store stock systems according to store policy	✓									✓		✓	✓		✓	✓		✓				✓	✓			✓	✓	
1.7 Rotate and store stock according to the first in first out (FIFO) principle	✓														✓							✓				✓	✓	✓
1.8 Dispatch stock to appropriate area/department	✓									✓		✓	✓			✓						✓					✓	
1.9 Apply stock price and code labels when required according to store policy	✓											✓			✓	✓		✓				✓				✓	✓	

Retail Services Curriculum Framework Stage 6 Support Document

	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10	Task 11	Task 12	Task 13	Task 14	Task 15	Task 16	Task 17	Task 18	Task 19	Task 20	Task 21	Task 22	Task 23	Task 24	Task 25	Task 26	Task 27	Task 28	
2	<i>Rotate stock</i>																												
2.1	Carry out stock rotation procedures according to store routine and policy	✓													✓	✓						✓					✓	✓	✓
2.2	Perform store code checking and reporting procedures, including recording waste and markdowns	✓								✓			✓		✓	✓			✓			✓	✓					✓	
2.3	Place merchandise to achieve a balance, fully-stocked display appearance and promote sales	✓														✓						✓					✓	✓	
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	✓		✓	✓				✓	✓						✓						✓					✓	✓	✓

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods</p> <p>1.1 Maintain cleanliness and orderliness in receiving bay according to store policy and procedures.</p> <p>1.2 Unpack goods using correct handling techniques and equipment according to store policy.</p> <p>1.6 Record stock levels on store stock systems according to store policy.</p>	<p>Stock control</p> <p>Understanding of the purpose and benefits of stock control.</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>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. <p>Planning and preparation for a range of tasks/activities applicable to stock control procedures in a retail services workplace/company/store.</p>	<p>Brainstorm:</p> <ul style="list-style-type: none"> • what is stock and what does it include? • what is stock control and what does it include? <p>Class discussion – purpose and benefits of stock control.</p> <p>Class discussion:</p> <ul style="list-style-type: none"> • what information about stock control may be gained from each source (see content column) • consider the best source to access in a range of situations. <p>Visual stimulus or handout – sample procedures.</p> <p>Handout and demonstration.</p> <p>[Link to Task 18]</p> <p>Link to practical tasks/projects.</p> <p>Design a flowchart for stock control procedures – from ordering through to placing stock on the floor. and/or Prepare an inventory flowchart to indicate how stock comes in and goes out through a workplace/company/store (could be one from work placement, part-time job or fictitious). At each point, identify what problems may occur and list procedures/methods to combat potential problems.</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.1 Maintain cleanliness and orderliness in receiving bay according to store policy and procedures.</p>	<p>Safe work practices</p> <p>An awareness of safe work practices and procedures:</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, equipment and machinery • 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>Content covered in sample program <i>Safe and clean work environment</i>.</p> <p>Revise and contextualise to the unit covered in this program.</p>
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.2 Unpack goods using correct handling techniques and equipment according to store policy.</p> <p>2 Rotate stock 2.5 Maintain safe lifting, shifting and carrying techniques according to OHS policy and legislative requirements.</p>	<p>Safe manual handling</p> <p>An awareness of legal requirements for weight limits.</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 	<p>Content covered in sample program <i>Safe and clean work environment</i>.</p> <p>Revise and contextualise to the unit covered in this program.</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
	<ul style="list-style-type: none"> • using mechanical aids/lifting equipment • undertaking repetitious tasks. <p>OHS considerations for the use and operation of lifting equipment:</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>An understanding of the safe and secure placement of materials on moving/lifting equipment.</p> <p>Correct use/application of lifting equipment for manual handling.</p>	
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods</p> <p>1.1 Maintain cleanliness and orderliness in receiving bay according to store policy and procedures.</p>	<p>Receiving bay</p> <p>Housekeeping of the receiving bay with proper consideration of OHS and the environment.</p>	<p>Content covered in sample program <i>Safe and clean work environment</i>.</p> <p>Revise and contextualise to the unit covered in this program.</p> <p>Student activity – look at the receiving bay at their work placement, part-time job or at a store with which they are familiar and consider the following:</p> <ul style="list-style-type: none"> • Is it a clear and orderly receiving area? If yes, give examples. If no, give reasons why it is not a tidy area. • What might happen if the person responsible did not clean up after each delivery? <p>Field trip – visit two retail services workplaces/companies/stores, one large and one small or medium, and compare issues and requirements in relation to housekeeping of the receiving bay/area.</p>

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<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods</p> <p>1.1 Maintain cleanliness and orderliness in receiving bay according to store policy and procedures.</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>1.5 Inspect items received for damage, quality, use-by dates, breakage or discrepancies and record according to store policy.</p>	<p>Receiving incoming goods</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>Knowledge of workplace/company/store policy and procedures for the receipt and processing of incoming goods.</p> <p>A range of stock control documentation:</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>Accurately check incoming stock:</p> <ul style="list-style-type: none"> • criteria <ul style="list-style-type: none"> - quantity - size - weight - quality • correct specifications. 	<p>Quality assurance is covered in sample program <i>Working in the industry</i>.</p> <p>Revise and contextualise to the unit covered in this program.</p> <p>Work placement activity.</p> <p>Class discussion – students compare procedures from their work placements.</p> <p>Handout.</p> <p>Written task – extended response (preparation and practice for HSC exam). [Task 12]</p> <p>Visual stimulus – samples of stock control documentation.</p> <p>Identify the difference between each of the listed documents and the purpose of each.</p> <p>Activity – complete a range of real or simulated stock control documentation.</p> <p>[Link to Task 13]</p> <p>Work placement activity.</p> <p>Activity – assist school personnel with the checking of incoming school supplies/stock.</p> <p>[Link to Task 1]</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.3 Remove and promptly dispose of packing materials according to store policy and relevant legislative requirements.</p> <p>2 Rotate stock 2.4 Place excess stock in storage or dispose of according to store policy and legislative requirements.</p>	<p>Unpacking incoming goods</p> <p>Packing materials:</p> <ul style="list-style-type: none"> • paper • cardboard • plastic • packing tapes • ties/staples • polystyrene. <p>Environmental considerations for dealing with waste:</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 policy and procedures for disposal of waste and excess/unwanted stock.</p>	<p>Brainstorm – types of packing materials likely to be used in the retail services industries.</p> <p>What techniques and equipment are required to unpack goods?</p> <p>Practical activities requiring students to unpack and process incoming stock.</p> <p>Content covered in sample program <i>Safe and clean work environment</i>.</p> <p>Revise and contextualise to the unit covered in this program.</p>
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.4 Check incoming stock and validate against purchase orders and delivery documentation according to store policy and relevant legislative requirements.</p> <p>1.5 Inspect items received for damage, quality, use-by dates, breakage or discrepancies and record according to store policy.</p>	<p>Discrepancies and variations</p> <p>An awareness of reasons why stock may not be delivered:</p> <ul style="list-style-type: none"> • no longer available • out of season • placed on back order • undeliverable because of transport/logistic problems • subject to quotas • missing due to vendor theft. <p>Faults and problems:</p> <ul style="list-style-type: none"> • incorrect quantity, size, weight, quality or specifications • packaging that is tampered with or broken 	<p>Class discussion.</p> <p>Brainstorm.</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
	<ul style="list-style-type: none"> • damaged or defective product • missing or excess goods • out-of-date goods • variations to the delivery docket. <p>Reporting discrepancies and variations:</p> <ul style="list-style-type: none"> • written/verbal • formal/informal. <p>Personnel to who defects, discrepancies and variations should be reported to:</p> <ul style="list-style-type: none"> • supervisor/manager • supplier/wholesaler/manufacture • finance/account department. <p>Procedures to deal with discrepancies in stock order:</p> <ul style="list-style-type: none"> • notification to supplier • storage of excess stock • return of stock. <p>Reasons for stock to be returned to supplier:</p> <ul style="list-style-type: none"> • faulty • damaged • incorrect • oversupply • out-of-date. <p>An awareness of workplace/company/store policy and procedures for dispatching/returning goods.</p>	<p>Overhead.</p> <p>Handout.</p> <p>[Link to Task 1]</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.6 Record stock levels on store stock systems according to store policy.</p>	<p>Recording stock levels</p> <p>Types of stock control systems and documentation:</p> <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). <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise • appropriate in terms of industry terminology. 	<p>Samples and practical demonstrations.</p> <p>Overhead – benefits and limitations of each system.</p> <p>[Link to Tasks 1, 13 and 16]</p> <p>Class discussion.</p>
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.7 Rotate stock and store stock according to the first in first out (FIFO) principle.</p> <p>2 Rotate stock 2.4 Place excess stock in storage or dispose of according to store policy and legislative requirements.</p>	<p>Storage of stock</p> <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. <p>Points to consider when storing goods:</p> <ul style="list-style-type: none"> • climatic effects • OHS considerations • cleanliness/hygiene • stability • security • ease of access. 	<p>Handout – characteristics of the various storage areas and their suitability for retail services stock.</p> <p>Class discussion.</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
	<p>Basic knowledge of product life, storage and security requirements for stock:</p> <ul style="list-style-type: none"> • general items • specialist items • restricted items • high risk stock. <p>Transportation of supplies to the appropriate storage area safely and promptly without damage:</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>Knowledge of workplace/company/store policy and procedures for storage of goods:</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>Brainstorm – examples of general, specialist and restricted items and high risk stock.</p> <p>Class activity – develop a table which provides details regarding product life, storage and security requirements for examples of a range of retail services stock (see 'content' column).</p> <p>Brainstorm and discussion.</p> <p>Handout and samples.</p> <p>[Link to Task 1]</p>
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.8 Dispatch stock to appropriate area/department.</p>	<p>Dispatch stock to appropriate area/department</p> <p>Workplace/company/store procedures for internal dispatch of stock.</p>	<p>Work placement activity.</p> <p>Class discussion – students compare procedures from their work placements.</p> <p>[Link to Task 1]</p>

Unit / Element of competency / Performance criteria	Content	Possible learning experiences / activities
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.9 Apply stock price and code labels when required according to store policy.</p>	<p>Labelling and ticketing of stock</p> <p>Operation, use and maintenance of labelling and ticketing equipment:</p> <ul style="list-style-type: none"> • manual • electronic. 	<p>Handout and demonstration.</p> <p>[Link to Task 18]</p>
<p><i>SIRXINV001A Perform stock control procedures</i></p> <p>1 Receive and process incoming goods 1.7 Rotate stock and store stock according to the first in first out (FIFO) principle.</p> <p>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>	<p>Stock rotation and display</p> <p>Stock rotation:</p> <ul style="list-style-type: none"> • FIFO (first in first out). <p>Monitoring for slow-moving items.</p> <p>Workplace/company/store policy and procedures for:</p> <ul style="list-style-type: none"> • code checking and reporting • recording waste and markdowns • maintaining stock levels • displaying stock. 	<p>Handout.</p> <p>Class discussion – does all stock need to be rotated?</p> <p>Field trip/guest speaker – explain and/or demonstrate workplace/company/store policy and procedures.</p> <p>[Link to Tasks 1, 13 & 16]]</p>