<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail WWR02</th>
<th>HSC Requirements and Advice</th>
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<tbody>
<tr>
<td><strong>Title:</strong></td>
<td>Perform Stock Control Procedures</td>
<td><strong>HSC Indicative Hours:</strong></td>
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<tr>
<td><strong>Unit Code</strong></td>
<td>WRRI1B</td>
<td><strong>30</strong></td>
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<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit encompasses the skills, knowledge and attitudes required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock, participating in stocktakes, reordering stock and dispatching goods.</td>
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<tr>
<td><strong>Skill Area</strong></td>
<td>Inventory</td>
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<tr>
<th>Element Of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
<th>HSC Requirements</th>
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<tbody>
<tr>
<td>1 Receive and process incoming goods</td>
<td>1.1 Cleanliness and orderliness in receiving bay maintained according to store policy. 1.2 Goods unpacked using correct techniques and equipment in line with store policy. 1.3 Packing materials removed and disposed of promptly according to store policy. 1.4 Incoming stock accurately checked and validated against purchase orders and delivery documentation according to store policy. 1.5 Items received inspected for damage, quality, use-by dates, breakage or discrepancies and recorded according to store policy. 1.6 Stock levels accurately recorded on store stock systems, according to store policy. 1.7 Secure storage of goods arranged according to store policy and legislative requirements. 1.8 Stock dispatched to appropriate area/department. 1.9 Stock price and code labels applied when required according to store policy.</td>
<td>Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below: Knowledge of: • Store policies and procedures, in regard to: - stock control - store labelling policy - product quality standards - correct unpacking of goods - out-of-date, missing or damaged stock - equipment used - stock location - waste disposal - methods of storage - delivery documentation - stock record documentation -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.</td>
<td>The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program. Critical Aspects of Evidence Competency in this unit requires evidence that the candidate: • Consistently applies store policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control. • Consistently applies safe work practices in the manual handling and moving of stock, according to occupational health and safety legislation/regulations/codes of practice. • Interprets and applies manufacturers’ instructions with regard to handling stock and using relevant equipment. • Receives and processes incoming goods and dispatching outgoing goods according to store policies and procedures.</td>
<td>Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to: • defining stock • applying procedures for the receipt and processing of incoming stock – unpacking, inspecting, checking, storing, pricing and dispatching of goods including relevant documentation • principles of stock rotation • storage of stock in accordance with store policy and OH&amp;S regulations • defining stocktake, the aims of stocktaking, and the types of stocktake – manual, EDI, cyclical stocktake, full stocktake, spot check • identifying procedures and documentation for recognising minimum stock levels, ordering stock and undelivered stock orders – minimum stock levels, lead time, manual systems, electronic systems • demonstrating the packing and storage of goods with relevant documentation to be dispatched/returned to suppliers</td>
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| 2 Rotate stock        | 2.1 Stock rotation procedures for merchandise and wrapping and packing materials carried out routinely and accurately accordingly to store policy.  
2.2 Excess stock placed in storage or disposed of in accordance with store policy and legislative requirements.  
2.3 Safe lifting and carrying techniques maintained in line with store occupational health and safety policy and legislative requirements. | • Relevant legislation and statutory requirements  
• Relevant industry codes of practice  
• Relevant occupational health and safety regulations  
Skills in:  
• Following set routines and procedures  
• Using electronic labelling/ticketing equipment  
• Literacy and numeracy skills in regard to: - stock records and delivery documentation | • Rotates stock and reorders stock/maintains stock levels according to store policies and procedures.  
• Assists with stocktaking and cyclical counts according to store policies and procedures.  
• Interprets and processes information accurately and responsibly. | Key terms and concepts  
• stock  
• stock rotation  
• incoming goods  
• dispatching goods  
• first in first out – FIFO  
• Electronic Data Interchange – EDI  
• lead time  
• replenishment  
• shelf life  
• obsolete lines  
• damaged stock  
• trends  
• seasonality  
• cyclical stocktake  
• full stocktake  
• spot check |
| 3 Participate in stocktake | 3.1 Stocktaking and cyclical counts assisted with, according to store policy/procedures.  
3.2 Stock records documentation completed according to store stock control system.  
3.3 Discrepancies in stock recorded and reported to relevant personnel.  
3.4 Electronic recording equipment operated and maintained according to manufacturer's specifications. | | | |
| 4 Reorder stock       | 4.1 Minimum stock levels identified according to store policy.  
4.2 Stock requisition forms or electronic orders completed accurately.  
4.3 Undelivered stock orders identified on stock system and followed up without undue delay. | | | |
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<th>Element of Competency</th>
<th>Performance Criteria</th>
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<tr>
<td>5 Dispatch goods</td>
<td>5.1 Goods to be returned to supplier identified and labelled with date, supplier and reason for return or referred to management if required.  5.2 Credit request documentation completed according to store procedure.   5.3 Goods stored securely while awaiting dispatch.  5.4 Delivery documentation completed according to store procedures.  5.5 Special delivery instructions noted.  5.6 Items packed safely and securely to avoid damage in transit.</td>
</tr>
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</table>
RANGE OF VARIABLES

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

- Store policy and procedures in regard to:
  - stock control
  - dispatch
- Stock recording may be:
  - manual
  - electronic
- Stocktakes may be:
  - cyclical
  - compliance driven
- Store stock control may include:
  - checking incoming or existing stock
  - special orders
- Stock may be moved:
  - manually
  - mechanically
- Handling techniques may vary according to:
  - stock characteristics
  - industry codes of practice
- Reporting of faults may involve:
  - telephone
  - fax
  - email
  - letter
  - face to face
- Legislative requirements may include:
  - occupational health and safety
  - hazardous substances and dangerous goods
  - labelling of workplace substances
  - waste removal and environmental protection
  - transport, storage and handling of goods
- Relevant personnel may include:
  - team leader
  - supervisor
  - store/area manager
### Context of Assessment

#### Assessment Process
For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance. It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

#### Integrated Competency Assessment
Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:
- Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.
- Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRR1B can be assessed with the following units:
- WRRCS2B Apply point of sale handling techniques
- WRRRLP2B Minimise theft
- WRRCS3B Interact with customers
- WRRF1B Balance register/terminal

#### Evidence Gathering Methods
Evidence should include products, processes and procedures from the workplace context. Evidence might include:
- Observation of the person in the workplace
- Third party reports from a supervisor
- Customer feedback
- Answers to questions about specific skills and knowledge.

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### Related learning for the HSC

Delivery of this unit may be integrated with other units including:
- WRRRLP2B Minimise theft
- WRRLP2B Apply point of sale handling procedures
- WRRCS3B Interact with customers
- WRRF1B Balance register/terminal

Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. These could include:
- Business Studies
- Mathematics

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.
### Resources Required
- A retail work environment
- Access to relevant equipment including:
  - stock moving equipment
  - manual and electronic labelling/ticketing equipment
  - computers/stock recording equipment
- Relevant documentation, such as:
  - invoices/packing slips/dispatch documents/order forms
  - recording/tally sheets
  - store policy and procedures manuals
  - occupational health and safety regulations
  - legislation and statutory requirements
  - industry codes of practice

### Resources that may be used in training and assessment for this unit:
- Board of Studies – Retail Support Document
- National Retail Training Materials – Certificate II in Retail Operations – Curriculum
  - Module RET 011 – Perform Stock Control Procedures
- National Retail Training Materials – Guide to Assessment Activities
- Materials developed by Registered Training Organisations
- Store policy and procedure manuals
- Various commercially produced materials
Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this unit of competency. Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

<table>
<thead>
<tr>
<th>Key Competency</th>
<th>Example of Application</th>
<th>Performance Level</th>
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<tbody>
<tr>
<td>How can communication of ideas and information be applied?</td>
<td>Reordering stock may require ideas and information to be communicated.</td>
<td>1</td>
</tr>
<tr>
<td>How can information be collected, analysed and organised?</td>
<td>Maintaining stock levels, receiving and processing incoming goods will require information to be collected, analysed and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How are activities planned and organised?</td>
<td>Identifying stock levels and reordering requires activities to be planned and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How can team work be applied?</td>
<td>Team work may be applied when undertaking stocktake procedures.</td>
<td>1</td>
</tr>
<tr>
<td>How can the use of mathematical ideas and techniques be applied?</td>
<td>Mathematical ideas and techniques may be required when receiving goods and checking and validating delivery.</td>
<td>1</td>
</tr>
<tr>
<td>How can problem solving-skills be applied?</td>
<td>Problem-solving skills may be applied when identifying excess stock and determining storage or return of items.</td>
<td>1</td>
</tr>
<tr>
<td>How can the use of technology be applied?</td>
<td>The use of technology may be applied when recording stock and reporting faults and problems.</td>
<td>1</td>
</tr>
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</table>