

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Receive and store stock		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXINV001A	Inventory	Cross-Sector	10

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to receive and store stock. It requires the ability to check and take delivery of stock, other than food, and to appropriately store, rotate and maintain the quality of stock items.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> <p>This unit has commonality with SITHCCC003A Receive and store kitchen supplies, which deals specifically with the receipt and storage of food items and related food safety issues. The control and ordering of stock levels is covered in SITXINV002A Control and order stock.</p>
Prerequisite units	Nil
Application of the unit	<p>This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.</p> <p>Stock control systems might be manual, but increasingly stock control is computerised. This unit covers any type of stock, other than food items.</p> <p>The receipt and storage of stock is undertaken by frontline operational personnel who work under close supervision and guidance from others. They would be required to apply little discretion and judgement because they operate using predefined organisational procedures. They would report any stock-related discrepancies for the action of a higher level staff member.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency 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, 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 essential:</p> <ul style="list-style-type: none"> efficient and safe receipt, storage, rotation and maintenance of stock items application of the OHS and security procedures related to receipt, handling and storage of goods 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> receipt, storage, rotation and maintenance of stock items within an operationally realistic tourism or hospitality stock control environment use of current technology, equipment, 	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to receive and store stock. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of the candidate 	<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>

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	Assessing employability skills cont/d
<ul style="list-style-type: none"> • completion of stock receipt and storage activities within typical workplace time constraints. 	<ul style="list-style-type: none"> • stock documentation and real stock items • access to stock control procedures and OHS procedures that relate to the receipt, transportation and storage of stock. 	<p>receiving and storing stock</p> <ul style="list-style-type: none"> • written and oral questioning or interview to test knowledge of stock, OHS and security procedures • review of workplace reports and records related to stock control prepared by the candidate • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <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"> • SITXOHS002A Follow workplace hygiene procedures • SITXADM001A Perform office procedures • SITXOHS001A Follow health, safety and security procedures. 	<p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills **must** be assessed as part of this unit:

- safe manual handling techniques
- ability to conduct stock activities in a logical and time-efficient work flow
- literacy skills to check incoming stock against order and delivery documentation, to read use-by dates, stock labels, and to read and interpret organisation procedures
- writing skills to record incoming stock and to use stock control systems to record stock-related issues
- communication skills to make accurate verbal or written reports of stock discrepancies
- numeracy skills to count incoming, stored and rotated stock items.

The following knowledge **must** be assessed as part of this unit:

- basic knowledge of relevant stock, including product life and storage requirements
- different types of storage and their suitability for different kinds of stock
- principles of stock control, including:
 - rotation
 - correct storage procedures for specific goods
 - segregation of non-food items from food items in any storage area that have potential to cross-contaminate
 - checking for slow moving items
- types of stock control documentation and systems that may be applied in the tourism and hospitality industries
- stock security systems and procedures
- OHS procedures and safe work practices that relate to the receipt, transportation and storage of stock
- safe and correct use of equipment, such as forklifts.

Element	Performance Criteria	Range Statement
1 Take delivery of stock.	1.1 Check incoming stock against orders and delivery documentation according to organisation procedures.	<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>Stock</i> may include:</p> <ul style="list-style-type: none"> • beverages for bar, mini bar, restaurant and shop • equipment, such as maintenance and cleaning equipment and office equipment • linen, such as sheets and towels • stationery, such as guest stationery and office supplies • brochures and promotional material • vouchers and tickets • souvenirs and other retail products.
	1.2 Identify and record variations and report them to the appropriate person.	
	1.3 Inspect items for damage, quality, use-by dates, breakages or discrepancies, and record findings according to organisation procedures.	
	1.4 Manage excess stock according to organisation procedures.	
2 Store stock.	2.1 Transport stock to appropriate storage area promptly and safely.	
	2.2 Store stock in the appropriate location according to organisation OHS and security procedures.	
	2.3 Record stock levels accurately according to organisation procedures and using appropriate technology.	
	2.4 Label stock according to organisation procedures.	
3 Rotate and maintain stock.	3.1 Rotate stock according to organisation procedures.	

Element	Performance Criteria	Range Statement
	3.2 Use safe manual handling techniques when moving and storing stock to avoid any injury.	
	3.3 Check on the quality of stock at regular intervals and report findings to appropriate personnel.	
	3.4 Place excess stock into storage or dispose of stock according to organisation procedures.	
	3.5 Maintain stock area according to organisation and government requirements, and identify and report any problems promptly to appropriate personnel.	
	3.6 Use <i>stock control systems</i> correctly and according to organisation speed and accuracy requirements.	<p><i>Stock control systems</i> may be:</p> <ul style="list-style-type: none"> • manual • computerised.