<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail</th>
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<tbody>
<tr>
<td><strong>Title:</strong></td>
<td>Perform Stock Control Procedures</td>
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<tr>
<td><strong>Unit Code</strong></td>
<td>WRRI.1A</td>
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<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit involves the handling of stock. It includes receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.</td>
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<td><strong>Skill Area</strong></td>
<td>Inventory</td>
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<td><strong>Phase</strong></td>
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<td><strong>HSC Indicative Hours:</strong></td>
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HSC Requirements and Advice
**Title:** Perform Stock Control Procedures

**Unit Code:** WRRI.1A

**Unit Description:** This unit involves the handling of stock. It includes receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.

<table>
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<tr>
<th>Element Of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Critical Aspects of Evidence</th>
<th>HSC Requirements</th>
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</table>
| I.1.1 Receive and Process Incoming Goods | • Cleanliness and orderliness in receiving bay maintained according to store policy.  
• Goods unpacked using correct techniques and equipment in line with store policy.  
• Packing materials removed and disposed of promptly according to store policy.  
• Incoming stock accurately checked and validated against purchase orders and delivery documentation according to store policy.  
• Items received inspected for damage, quality, use-by dates, breakage or discrepancies and recorded according to store policy.  
• Stock levels accurately recorded on store stock systems, according to store policy.  
• Secure storage of goods. | The following knowledge, understanding and skills are essential to perform work to the required standard in this unit.  
Operational 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• out of date, missing or damaged stock  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. | Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit:  
• consistently applying store policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control  
• consistently applying safe work practices in the manual handling and moving stock, according to occupational health and safety legislation/regulations/codes of practice  
• interpreting and applying manufacturers’ instructions with regard to handling stock and using relevant equipment  
• receiving and processing incoming goods and dispatching outgoing goods according to store policies and procedures  
• rotating stock and reordering stock/maintaining stock levels according to store policies and procedures. | 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&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. |
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<thead>
<tr>
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<tr>
<td>I.1.2 Rotate Stock</td>
<td>Stock rotation procedures for merchandise and wrapping and packing materials carried out routinely and accurately accordingly to store policy. Excess stock placed in storage or disposed of in accordance with store policy. Safe lifting and carrying techniques maintained in line with store occupational health and safety policy and government legislation.</td>
<td>Basic operational knowledge of relevant: legislation and statutory requirements including consumer law industry codes of practice, including: Supermarket Scanning Code Jewellery and Timepieces Industry Code occupational health and safety regulations</td>
<td>assisting with stocktaking and cyclical counts according to store policies and procedures interpreting and processing information accurately and responsibly</td>
<td>Key terms and concepts</td>
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<td>stock rotation</td>
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<td>dispatching goods</td>
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<td>first in first out – FIFO</td>
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<td>Electronic Data Interchange – EDI</td>
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<td>cyclical stocktake</td>
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<td>full stocktake</td>
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<td>spotcheck</td>
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<tr>
<td>1.1.3 Participate in Stocktake</td>
<td>Stocktaking and cyclical counts assisted with, according to store policy/procedures. Stock records documentation completed according to store stock control system. Discrepancies in stock recorded and reported. Electronic recording equipment operated and maintained according to manufacturer's specifications.</td>
<td>Operational skills and techniques in: following set routines and procedures use of electronic labelling/ticketing equipment</td>
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<td>1.1.4 Reorder Stock</td>
<td>Minimum stock levels identified according to store policy. Stock requisition forms or electronic orders completed accurately. Undelivered stock orders identified on stock system and followed up without undue delay.</td>
<td>Literacy and numeracy skills in regard to stock records and delivery documentation</td>
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</table>
## Title: Perform Stock Control Procedures

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<th>Element of Competency</th>
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<th>Evidence Requirements</th>
<th>HSC Requirements</th>
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</table>
| 1.1.5 Dispatch Goods  | • Goods to be returned to supplier identified and labelled with date, supplier and reason for return or referred to management if required.  
• Credit request documentation completed according to store procedure.  
• Goods stored securely while awaiting dispatch.  
• Delivery documentation completed according to store procedures.  
• Special delivery instructions noted.  
• Items packed safely and securely to avoid damage. | | | 30 |

### Range of Variables

The range of variables statement provides details of the scope of the elements and performance criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The range of variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:
- Store policies and procedures in regard to stock control and dispatch.
- Size, type and location of store.
- Manual or electronic stock recording.
- Stocktakes may be cyclical or compliance driven.
- Type of equipment.
- Store merchandise range.
- Seasonal and supplier availability.
- Merchandise may need to conform to established quality guidelines.
- Store stock control may include checking incoming or existing stock and special orders.
- Stock may be moved manually or mechanically.
- Delivery procedures.
- Levels of staffing, eg staff shortages.
- Varying levels of staff training.
- Routine or busy trading conditions.
- Full-time, part-time or casual staff.
- Handling techniques may vary according to stock characteristics and industry codes of practice.
Title: Perform Stock Control Procedures

Method and Context of Assessment

This section should be read in conjunction with the Qualifications, Section 3.4 and the Assessment Guidelines, Section 3 of the National Retail Training Package.

What assessment is appropriate, what evidence should be gathered, how competence is required to be demonstrated and where assessment (on job, off job) should be undertaken for this unit are set out below:

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element and unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies.

In order to ensure consistency of performance, evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of retail situations.

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. the practical components should be assessed either in a work or simulated work environment.

Assessment activities may also include written or verbal short answer testing, multiple-choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.

Unit Assessment

Evidence is most relevant when provided through a holistic assessment activity that integrates the elements of competency for each unit.

The unit assessment activity will require the candidate to gather evidence of ability to:

- apply knowledge and skills which underpin the process required to demonstrate competence, including the appropriate key competencies
- integrate knowledge and skills critical to demonstrating competence in this unit.

In the activity for I.1: Perform Stock Control Procedures, the candidate will demonstrate the ability to process a specified range of stock and undertake stocktaking procedures in accordance with store policy.

Unit assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.
Title: Perform Stock Control Procedures

Interdependent Assessment of Units (Integrated Competency Assessment)

The pattern and selection of units of competency for the Certificate II in Retail Operations are set out in the Qualifications, Section 3.4 of the National Retail Training Package.

To facilitate the assessment process within each qualification, units of competency have been grouped into phases of inter-related units. Each phase is assessed through an Integrated Competency Assessment activity to assure that appropriate holistic assessment occurs for each group of inter-related units of competency.

Unit I.I: Perform Stock Control Procedures in a Phase B unit within Certificate II in Retail Operations. All Phase B units are essential. The other Phase B units are:

- CS2: Apply Point of Sale Handling Procedures
- LP.2: Minimise Theft
- CS.3: Interact With Customers
- F.1: Balance the Register/Terminal

Each Integrated Competency Assessment activity is based on a theme that focuses the assessment on those aspects of the phase considered to be most critical for competent workplace performance.

When each unit of competency in Phase C1 has been completed the candidate will undertake an Integrated Competency Assessment based on the theme Promoting Products So That They Sell.

The Integrated Competency Assessment activity will require the candidate to:
- apply the skills and knowledge which underpin the process required to demonstrate competency in the workplace, including the appropriate key competencies
- integrate the most critical aspects of the phase for which workplace competency must be demonstrated.

The assessment will integrate those aspects of Unit M.2: Perform Routine Housekeeping Duties that are critical to the theme of Developing Good Working Habits in order to demonstrate the acquisition of basic work skills, knowledge and good work habits essential for all retail employees.

The evidence should be gathered during learning and assessment activities for each unit of competency within Phase A.

Integrated Competency Assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.
**Title:** Perform Stock Control Procedures

**Resource Implications**

This refers to the resources that are necessary for undertaking the assessment.

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

- a real or simulated retail environment
- access to relevant equipment:
  - 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 procedure manuals
  - occupational health and safety regulations
  - legislation and statutory requirements including consumer law
  - industry codes of practice, including:
    - Supermarket Scanning Code
    - Jewellery and timepieces Industry Code
- qualified workplace assessor.

**HSC Indicative Hours:**

30

**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

**Key Competencies**

<table>
<thead>
<tr>
<th>Collect, Analyse, and Organise Information</th>
<th>Communicate Ideas and Information</th>
<th>Plan and Organise Activities</th>
<th>Work with Others and in Teams</th>
<th>Use Mathematical Ideas and Techniques</th>
<th>Solve Problems</th>
<th>Use Technology</th>
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