



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FPICOT3236B Coordinate stock control procedures**

**Release: 1**

## **FPICOT3236B Coordinate stock control procedures**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the outcomes required to coordinate and review stock line operations, stock inventory levels, and stock security; to identify and rectify problems; and to implement ongoing solutions for smooth receipt and despatch of products

General workplace legislative and regulatory requirements apply to this unit; however there are no specific licensing or certification requirements at the time of publication

This unit replaces FPICOT3236A Coordinate stock control procedures

### **Application of the Unit**

#### **Application of the unit**

The unit involves coordinating stock control procedures in a forest products factory setting

The skills and knowledge required for competent workplace performance are to be used within the scope of the person's job and authority

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability skills**      This unit contains employability skills

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Monitor stock control	<p>1.1. Applicable <i>occupational health and safety</i> (OHS), <i>environmental</i>, <i>legislative</i> and <i>organisational requirements</i> relevant to coordinating <i>stock control</i> procedures are identified and followed</p> <p>1.2. <i>Communication</i> with others is established and maintained in line with OHS requirements</p> <p>1.3. <i>Product group</i> recording is delegated to the <i>appropriate personnel</i></p> <p>1.4. Stock levels are monitored and maintained at optimum level in line with site policies and procedures</p> <p>1.5. Stock re-order <i>cycles</i> are monitored and adjusted to maintain consistent supply</p> <p>1.6. Management <i>inventory</i> reports are analysed and corrective action is taken</p> <p>1.7. Buyers are notified of stock levels in line with site policies and procedures and customer requirements</p>
2. Monitor receipt and despatch of products	<p>2.1. <i>Receipt and despatch</i> of products are delegated to the appropriate personnel</p> <p>2.2. Receipt and despatch procedures including <i>documentation processes</i> are implemented</p> <p>2.3. <i>Product distribution</i> within the site is actioned in line with site procedures and client requirements</p> <p>2.4. Products received and for despatch are securely stored in the correct location in line with <i>safe handling techniques</i></p> <p>2.5. Anomalies in quantity or quality of products are reported</p> <p>2.6. Stock <i>damage and losses</i> are inspected, assessed and reported against loss forecasts, with unacceptable cases investigated</p> <p>2.7. Advice is provided about the most appropriate way of <i>dealing with</i> damaged stock</p>
3. Monitor and maintain site security policies	<p>3.1. <i>Site security procedures</i> are monitored and feedback is provided to management</p> <p>3.2. Staff are advised of store security procedures in line with site policies and procedures</p> <p>3.3. Management are advised of policy development and training requirements for site security</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- Technical skills sufficient to use and maintain relevant tools, machinery and equipment; implement stock control procedures; use safe handling techniques; assess stock condition
- Communication skills sufficient to use appropriate communication and interpersonal techniques with colleagues and others
- Literacy skills sufficient to record and report workplace information; maintain documentation
- Numeracy skills sufficient to measure, estimate and calculate time required to complete a task
- Problem solving skills sufficient to identify problems and equipment faults; demonstrate appropriate response procedures

#### Required knowledge

- Applicable commonwealth, state or territory legislation, regulations, standards, codes of practice and established safe practices relevant to the full range of processes for coordinating stock control procedures
- Environmental protection requirements, including the safe disposal of waste material, the safe use and storage of chemicals, and the cleaning of plant, tools and equipment
- Organisational and site standards, requirements, policies and procedures for coordinating stock control procedures
- Environmental risks and hazards
- Stock control procedures
- Inventory levels and re-ordering systems
- Site security policies
- Storage systems and labelling procedures
- Established communication channels and protocols
- Problem identification and resolution strategies, and common fault finding techniques
- Types of tools and equipment, and procedures for their safe use and maintenance
- Appropriate mathematical procedures for estimating and measuring, including calculating time to complete tasks
- Procedures for recording and reporting workplace information

# Evidence Guide

## 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 the Training Package.

### Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently coordinate stock control procedures in line with organisational requirements

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to, and satisfy, all of the requirements of the elements of this unit and include demonstration of:

- following applicable commonwealth, state or territory legislative and regulatory requirements and codes of practice relevant to coordinating stock control procedures
- following organisational policies and procedures relevant to coordinating stock control procedures
- coordinating stock control procedures for a work site, including coordinating staff and inventory
- implementing site security procedures for the control of stock

### Context of and specific resources for assessment

- Competency is to be assessed in the workplace or realistically simulated workplace
- Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to follow relevant regulatory or Australian Standards requirements
- The following resources should be made available:
  - workplace location or simulated workplace
  - materials and equipment relevant to undertaking work applicable to this unit
  - specifications and work instructions

### Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of

## EVIDENCE GUIDE

workplace relevant contexts) together with application of required knowledge

- Assessment must be by direct observation of tasks, with questioning on required knowledge and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**OHS requirements:** are to be in line with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and

## RANGE STATEMENT

may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- fatigue management
- elimination of hazardous materials and substances
- safe forest practices, including required actions relating to forest fire
- manual handling including shifting, lifting and carrying
- legislation
- organisational policies and procedures
- workplace practices

**Environmental requirements may include:**

**Legislative requirements:**

are to be in line with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice and may include:

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care

**Organisational requirements may include:**

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement processes and standards
- OHS, emergency and evacuation procedures
- ethical standards



## RANGE STATEMENT

- recording and reporting requirements
  - equipment use, maintenance and storage requirements
  - environmental management requirements (waste minimisation and disposal, recycling and re-use guidelines)
- Stock control** may include:
- variations in product quality
  - non-availability of product backup
  - recall of products
  - emergency withdrawal of products
  - stock clear-outs
  - stock records on manual or computerised systems
  - documented or not documented site policies and procedures
  - size of site
  - multi-skilling of staff
  - loss forecasts
  - product range
- Communication** may include:
- verbal and non-verbal language
  - constructive feedback
  - active listening
  - questioning to clarify and confirm understanding
  - use of positive, confident and cooperative language
  - use of language and concepts appropriate to individual social and cultural differences
  - control of tone of voice
- Product groups** are the break-up of the product range into distinct common groupings which are matched to job sizing
- Appropriate personnel** may include:
- delegated employees trained (or in training) to undertake stock control
- Cycles** generally refer to re-order processes for renewing stock at financially viable quantities or when products become available from the manufacturing process
- Inventory** generally refers to products available immediately

## RANGE STATEMENT

for purchase and despatch

**Receipt and despatch** are to include:

receiving and despatching products or goods:

- via various forms of transportation
- through an organised and documented recording and checking system

**Documentation processes** may include:

- receipt and despatch orders
- product type and size
- inspection information
- grading and labelling outcomes
- storage locations
- quality and quantity outcomes
- loss
- damage
- hazards
- incidents
- equipment malfunctions

**Product distribution** may include:

- the movement of products or goods around a site (with minimal disruption to customer activity):
  - to a designated storage location
  - for display purposes

**Safe handling techniques** are to include:

- OHS regulations for shifting loads
- may include the use of:
  - fork lifts, slings, trolley jacks, gantry cranes, elevated work platforms and loaders
  - assistance with lifting, such as involving two or more personnel to lift materials manually or to guide the movement of mechanical equipment

**Damage and losses** may include:

- products or goods damaged during transportation
- distribution
- accidents
- staff error or loss through negligence
- theft
- incorrect allocation

**Dealing with** may include:

- recycling damaged stock
- re-using damaged stock
- sending damaged stock to waste

**RANGE STATEMENT**

**Site security procedures** may include:

- site surveillance
- store theft
- staff theft
- fraudulent credit card transactions
- site security policies and procedures

**Unit Sector(s)**

Not Applicable

**Competency field**

**Competency field**                      Common Technical