



**Australian Government**

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

# **SIRRMER001A Merchandise food products**

**Revision Number: 2**

## SIRRMER001A Merchandise food products

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare, arrange and present food products, including convenience foods within the store. It includes the setting up and maintenance of displays and labelling or pricing of stock. It also includes the handling, protection and storage of food products for display or sale.

### Application of the Unit

This unit applies to frontline staff and supervisors who apply store policy and food safety procedures, including legislative requirements, in all aspects of handling, preparing, displaying, ticketing and storing food in a retail environment.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Pre-Requisites

SIRRFSA001A Apply retail food safety practices

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

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.

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|--|--|
| 1. Prepare food stock.                     | <p>1.1. Identify <b><i>preparation and handling requirements</i></b> for specific food products and apply, according to <b><i>legislative requirements</i></b> and <b><i>store policy and procedures</i></b>.</p> <p>1.2. Use food preparation <b><i>tools and equipment</i></b>, according to approved Work Health and Safety (WHS) procedures.</p> <p>1.3. Clean, maintain and store <b><i>food preparation tools and equipment</i></b> according to store procedures and legislative requirements.</p> <p>1.4. <b><i>Wrap or package</i></b> food products as required, according to store procedures and legislative requirements.</p>   |
| 2. Place and arrange food stock.           | <p>2.1. Unpack food stock according to legislative requirements and store procedures.</p> <p>2.2. Check food products for freshness and place in or on <b><i>storage and display units</i></b> in specified locations, according to product handling and WHS requirements.</p> <p>2.3. Rotate food stock, according to shelf life, use by dates, store procedures and legislative requirements.</p> <p>2.4. Identify damaged, deteriorated, spoiled or out of date stock and take <b><i>corrective action</i></b>, according to store procedures and legislative requirements.</p> <p>2.5. Display and store food products to avoid cross contamination as indicated in store procedures and legislative requirements.</p> |
| 3. Prepare and display labels and tickets. | <p>3.1. Prepare <b><i>labels and tickets</i></b> for window, wall or floor displays, display units or products according to store policy.</p> <p>3.2. Date code stock as required.</p> <p>3.3. Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.</p> <p>3.4. Identify and ticket late mark downs and reductions, according to store policy.</p> <p>3.5. Maintain and store <b><i>ticketing equipment</i></b> in a secure location.</p> <p>3.6. Ensure tickets and labels are visible, correctly priced and placed on merchandise, according to store procedures and legislative requirements.</p>  |

4. Maintain food displays.
  - 4.1. Reset and dismantle special promotion areas as required.
  - 4.2. Ensure food products are arranged and faced up as directed and according to layout specifications, **load-bearing and load limit capacity** of fixtures and display or storage units.
  - 4.3. Identify unsuitable or out of date displays, and reset or remove as directed.
  - 4.4. Identify optimum stock levels and replenish stock according to store procedures.
  - 4.5. Maintain display areas in a clean and tidy manner with excess packaging removed.
5. Protect food stock.
  - 5.1. Identify and use correct handling, storage and display techniques, according to stock characteristics and legislative requirements.
  - 5.2. Use and change **food handling implements**, according to legislative requirements and store procedures.
  - 5.3. Identify fragile or expensive stock and handle with extra care to prevent damage or **deterioration**.
  - 5.4. Identify and maintain correct temperatures for **product ranges**, according to legislative requirements and store procedures.
  - 5.5. Check, maintain and clean storage and display units according to store procedures.
  - 5.6. Report temperature irregularities to **appropriate personnel** without delay.

## Required Skills and Knowledge

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

### Required skills

- interpersonal skills to:
  - report temperature irregularities to appropriate personnel through clear and direct communication
  - share information
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- technical skills to use and maintain:
  - food preparation tools and equipment
  - electronic labelling and ticketing equipment
  - food storage and display units
- planning and organising skills to complete tasks in set timeframe
- literacy and numeracy skills in relation to:
  - reading and interpreting store procedures and guidelines
  - weighing and measuring of goods
  - machine or manual preparation of labels and tickets

### Required knowledge

- store policy and procedures in regard to:
  - merchandising, ticketing and pricing
  - correct storage of stock
  - store promotional themes, including advertising, catalogues and special offers
  - location of display areas
  - principles of display
  - availability and use of display materials
  - stock rotation
  - stock replenishment
  - scheduling, building and rotating displays
  - correct manual handling techniques for protection of self and merchandise
  - correct storage procedures for labelling and ticketing equipment and materials
  - correct storage procedures for food preparation tools and equipment
- food products characteristics and their effects on preparation and handling requirements for display
- placing and arranging food stock and maintaining displays
- types of labelling and ticketing items and displays
- relevant legislation and statutory requirements, in relation to :
  - food safety

- manual handling
- environmental sustainability including waste disposal
- pricing procedures, including GST requirements

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

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

Evidence of the following is essential:

- consistently applies store policy and procedures and legislative requirements in regard to hygiene and sanitation practices
- consistently applies store policy and procedures and legislative requirements for preparation, arrangement, presentation, handling and storage of food products
- consistently applies store policy and procedures and legislative requirements in regard to displaying, merchandising, ticketing, pricing and storage of stock
- displays merchandise on fixtures, shelves and display areas in determined locations according to special manual handling techniques and other safety requirements
- prepares display labels and price tickets for merchandise according to store policy and procedures
- operates, maintains and stores a range of electronic ticketing equipment according to:
  - store policy and procedures
  - industry codes of practice
  - manufacturer instructions and design specifications
- arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements
- identifies damaged, soiled or out-of-date stock and takes corrective action as required by store procedures
- maintains display areas and replenishes stock as required according to store procedures
- performs correct manual handling, storage and display techniques according to:
  - stock characteristics
  - industry codes of practice
  - WHS regulations
  - food safety practices.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a retail work environment
- food preparation equipment

- ticketing equipment
- products for preparation and display
- display materials and props
- cleaning equipment and materials
- relevant documentation, such as:
  - store policy and procedures manuals
  - WHS
  - industry codes of practice and relevant legislation
  - manufacturer instructions and operation manuals for electronic ticketing equipment.

**Methods of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRRFSA001A Apply retail food safety practices



## 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 in the performance criteria is detailed below.

***Preparation and handling requirements*** may vary according to food product characteristics, including:

- perishable items
- cooked and uncooked items
- items requiring defrosting and freezing
- separating items to enhance presentation and to prevent cross-contamination and spoiling
- items requiring chilling and heating
- wet and dry items.

***Legislative requirements*** may include:

- food safety regulations
- WHS
- pricing procedures, including GST requirements
- manual handling
- waste disposal
- environmental protection
- industry codes of practice.

***Store policy and procedures*** in regard to:

- preparation, arrangement, presentation, handling and storage of food stock
- maintenance and cleaning of equipment and working areas.

Food preparation ***tools and equipment*** may include:

- knives and slicers
- boards
- cookware, such as saucepans and baking trays
- ovens and cooktops
- appliances, such as mixers.

Materials and techniques used to ***wrap or package*** food may include:

- pre-packaging
- separating items to prevent cross-contamination
- protection of items
- covering to prevent deterioration of product
- polystyrene trays
- soaker pads
- clear plastic containers
- plastic wrap
- plastic bags
- butcher paper.

***Storage and display units*** may include:

- window displays
- heaters, ovens, bain-maries and rotisseries
- freezers
- refrigerated units and coolrooms

- Corrective action*** may include:
- display fixtures, bins and cabinets
  - self-serve.
  - return to supplier
  - disposal
  - report to supervisor or manager.
- Labels and tickets*** may be provided or produced electronically or manually, and may include:
- Australian Product Number (APN)
  - name and address of vendor
  - description of product
  - price, ingredients, use-by date or shelf life and nominal weight
  - recommended storage procedures
  - recommended intended use
  - nutritional information.
- Ticketing equipment*** may include:
- pricing gun
  - shelf tickets
  - shelf talkers
  - written or electronically produced labels
  - bar coding equipment
  - price boards
  - header boards.
- Load limits and load limit capacity*** may include:
- weight-bearing capacity
  - temperature maintenance.
- Food handling implements*** may include:
- gloves
  - tongs
  - knives
  - spoons and scoops
  - slicers.
- Deterioration*** of product may include:
- contamination
  - product life and use-by date
  - crushing
  - drying out.
- Product ranges*** may include:
- seafood, chicken, meat
  - delicatessen goods
  - seasonal varieties
  - exotic and unusual lines
  - bakery items
  - dairy products
  - frozen foods
  - dried foods
  - canned foods
  - prepared salads and convenience foods.

*Appropriate personnel* may include:

- team leader
- supervisor
- manager.

## **Unit Sector(s)**

Retail

## **Competency field**

Merchandising