



**Australian Government**

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

# **SIRRMER004A Prepare and display bakery products**

**Revision Number: 2**

## SIRRMER004A Prepare and display bakery 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 bakery products within the store. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the maintenance, handling and storage of bakery products.

### 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 bakery products 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.

1. Prepare bakery products.

- 1.1. Identify *preparation* and *handling requirements* for individual bakery products according to *legislative requirements* and *store policy and procedures*.
- 1.2. Identify volume of product requiring preparation according to store procedures.
- 1.3. Identify and prepare products according to product and legislative requirements.
- 1.4. Use all *equipment* safely, switch off after use, and clean and store according to legislative requirements.
- 1.5. Prepare items to comply with weight statements on labels according to legislative requirements.
- 1.6. Select *packaging* and place items into or on packaging, according to product requirements, legislative requirements and store procedures.

2. Place and arrange bakery products.

- 2.1. Unpack bakery products according to legislative requirements and store procedures.
- 2.2. Check bakery products for quality and freshness prior to placement on display.
- 2.3. Identify damaged, deteriorated, spoiled or out of date stock and take *corrective action* as required, according to legislative requirements and store procedures.
- 2.4. Identify packaging requirements for bakery products, and package and *label* products, where required, according to legislative requirements and store procedures.
- 2.5. Place bakery products in or on *storage and display units* in determined locations and place individual products in separate areas, containers or dividers, where required, to avoid spoilage and to enhance presentation.
- 2.6. Display bakery products to achieve a balanced appearance and promote sales.
- 2.7. Place bakery product range to conform to fixtures, ticketing, prices or bar codes.
- 2.8. Rotate bakery products according to shelf life, use by dates,

- legislative requirements and store procedures.
- 2.9. Ensure presentation of bakery products complies with product handling requirements and techniques, and legislative requirements.
3. Prepare display labels and tickets.
- 3.1. Prepare labels and tickets for window, wall or floor displays, display units or products according to store policy.
- 3.2. Date code stock where required.
- 3.3. Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.
- 3.4. Identify and ticket late mark downs and reductions as required according to store policy.
- 3.5. Use and maintain electronic ticketing equipment according to design specifications and store procedures.
- 3.6. Maintain and *store ticketing equipment* in a secure location.
4. Place, arrange and display price tickets and labels.
- 4.1. Ensure tickets and labels are visible and correctly placed or replaced to conform to legislative requirements and store policy.
- 4.2. Maintain correct pricing and clear information on products according to store procedures and legislative requirements.
5. Maintain bakery product displays.
- 5.1. Select bakery products for display.
- 5.2. Set and dismantle promotion areas according to store procedures.
- 5.3. Ensure products are arranged and faced up as directed and according to *layout and equipment specifications*.
- 5.4. Identify, reset or remove unsuitable or out of date displays as directed.
- 5.5. Identify optimum stock levels and replenish stock according to store policy.
- 5.6. Maintain display areas in a clean, safe and hygienic manner according to legislative requirements.
- 5.7. Remove excess packaging from display areas and dispose of according to legislative requirements and store procedures.
6. Protect bakery products.
- 6.1. Identify and use correct handling, storage and display techniques according to bakery product characteristics and legislative requirements.
- 6.2. Identify and use *personal protective clothing* and equipment and implements for handling products according to legislative requirements and store procedures.
- 6.3. Identify fragile products and handle with extra care to prevent damage or *deterioration*.
- 6.4. Identify correct temperatures for *product range* and regularly check and maintain storage and display units to ensure products are kept at recommended temperatures according to legislative requirements and store procedures.
- 6.5. Maintain and clean storage and display units according to

legislative requirements.

- 6.6. Report temperature irregularities or equipment faults to *appropriate personnel* without delay and record according to legislative requirements and store procedures.

## 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:
  - the sale of food items
  - food safety requirements
  - merchandising, ticketing, labelling and pricing
  - correct storage of stock
  - store promotional themes, advertising, catalogues and special offers
  - location of display areas
  - availability and use of display materials
  - stock rotation
  - stock replenishment
  - scheduling for building and rotating displays
  - correct manual handling techniques for protection of self and merchandise
  - correct storage procedures for labelling and ticketing equipment and materials
- store bakery product range
- preparation of bakery products for display including placing and arranging bakery products and maintaining displays
- pricing requirements, including GST requirements
- relevant Work Health and Safety (WHS) legislation and codes of practice
- relevant legislation and statutory requirements, including food safety

- Australian Consumer Law
- relevant industry codes of practice

## 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 follows, applies and implements food safety requirements and store policy and procedures in regard to preparation, arrangement, presentation, handling and storage of bakery products
- consistently applies store policy and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock
- consistently 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 with regard to legislative requirements and 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
- consistently arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements
- consistently identifies damaged, contaminated or out-of-date stock and takes corrective action as required by food safety requirements and store procedures
- consistently maintains display areas and replenishes stock as required according to store procedures
- consistently performs correct manual handling, storage and display techniques, including at point-of-sale operation, 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
- ticketing equipment
- products for preparation and display
- display materials and props
- cleaning equipment and materials
- relevant documentation such as:
  - store policy and procedure manuals
  - WHS
  - food safety requirements
  - 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
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

**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*** of bakery products may include:

- baking
- de-panning
- decorating and finishing
- creaming and icing
- slicing
- packaging.

***Handling requirements*** may vary according to stock characteristics, including:

- perishable items
- cooked and uncooked, and hot and cold items
- items requiring defrosting and freezing
- wet and dry items.
- soft or fragile items requiring careful handling, e.g. cream products
- separating items to enhance presentation and to prevent cross-contamination and spoiling
- items requiring chilling and heating.

***Legislative requirements*** may include:

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

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

- food safety practices and preparation, arrangement, presentation, handling and storage of bakery products
- maintenance and cleaning of equipment and working areas.

***Equipment*** may include:

- tongs
- knives and slicers
- protective clothing
- food handling tissues
- paper towels
- scrapers and mixers
- ovens, proving cabinets and cold storage.

***Packaging*** may include:

- cardboard trays, foil trays, polystyrene trays
- clear plastic containers

- Corrective action*** may include:
- plastic wrap
  - plastic bags, foil bags and pre-heat bags
  - paper bags and cloth bags
  - cake trays and boxes.
  - return to supplier
  - disposal
  - report to supervisor and manager.
- Labels*** may be provided or produced:
- electronically
  - manually.
- Label*** details 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.
- Storage and display units*** may include:
- window displays
  - freezers, refrigerated units and coolrooms
  - display fixtures, bins, cabinets, cases and self-serve units
  - food warmers and bain-maries.
- Store ticketing equipment*** may include:
- pricing gun
  - shelf tickets and shelf talkers
  - written or electronically produced labels
  - bar coding
  - price boards and header boards.
- Layout and equipment specifications*** may include:
- load limits and load-bearing capacity of fixtures, storage and display units
  - weight-bearing or volume capacity
  - temperature maintenance.
- Personal protective clothing*** may include:
- aprons
  - gloves
  - hair covering
  - protective eyewear
  - protective footwear.
- Deterioration*** of product may include:
- contamination and adulteration
  - product life, use-by date and staling
  - crushing and damage
  - drying out and sweating.
- Product range*** may include:
- bread lines

- sweet yeast products (buns, scrolls, donuts)
- pies and pizzas
- cakes, e.g. plain, cream, custard and fruit
- pastry lines, e.g. sweet, savoury, custard and fruit
- hot or cold items
- cooked or uncooked items
- par-baked or frozen
- iced and un-iced items.
- team leader
- supervisor
- manager.

*Appropriate personnel* may include:

## **Unit Sector(s)**

Retail

## **Competency field**

Merchandising