



Australian Government

Department of Education, Employment and Workplace Relations

SITXINV002A Control and order stock

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to control and order stock. It requires the ability to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of stock.

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

The skills required by managers to establish and monitor cost-effective order and supply arrangements are covered in SITXINV003A Manage and purchase stock.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

Stock control systems might be manual, but increasingly stock control is computerised. This unit covers the administrative control of any type of stock.

Supervisory personnel who operate with a considerable level of autonomy or under limited guidance from others would be responsible for controlling and ordering stock. They would be largely responsible for making decisions on the overall administration of stock and would be the contact person for operational staff referring any stock discrepancies.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after one of the following prerequisite units:

- SITXINV001A Receive and store stock
- SITHCCC003B Receive and store kitchen supplies.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1 Maintain stock levels and records.	<ul style="list-style-type: none">1.1 Use stock control systems to administer all stock control and ordering processes fully and efficiently.1.2 Monitor and maintain stock levels to organisation requirements.1.3 Monitor stock security and adjust systems as required.1.4 Monitor and adjust stock reorder cycles as required.1.5 Inform colleagues of their individual responsibilities in regard to the reordering of stock.1.6 Maintain records of stock storage and movement according to organisation procedures.1.7 Monitor stock performance, and identify and report fast or slow-selling items according to organisation procedures.
2 Process stock orders.	<ul style="list-style-type: none">2.1 Process orders for stock according to organisation procedures.2.2 Maintain and record stock levels ensuring information is complete, correct and current.2.3 Check incoming stock records against purchase and supply agreements and record all necessary details.
3 Minimise stock losses.	<ul style="list-style-type: none">3.1 Identify and record stock losses according to organisation procedures.3.2 Report losses according to organisation procedures.3.3 Identify avoidable losses and establish reasons for them.3.4 Recommend solutions to loss situations and implement related procedures to prevent future avoidable losses.
4 Follow up orders.	<ul style="list-style-type: none">4.1 Monitor the delivery process to ensure agreed deadlines are met.4.2 Liaise with colleagues and suppliers to ensure continuity of supply.4.3 Follow up on routine supply problems or refer problems to appropriate person according to organisation policy.4.4 Distribute stock to agreed allocations ensuring that it is protected from loss, contamination, spoilage, temperature abuse and pests, and is in line with

ELEMENT**PERFORMANCE CRITERIA**

relevant OHS and food safety procedures.

5 Organise and administer stocktakes.

- 5.1 Organise stocktakes at appropriate intervals according to organisation policy and procedures.
- 5.2 Allocate stocktaking responsibilities to staff.
- 5.3 Produce accurate stocktake reports within designated timelines.

Required Skills and Knowledge

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:

- literacy skills to process all stock order documents and reconcile incoming stock records against purchase orders
- writing skills to record and maintain all stock records and produce complex stocktake reports
- high-level communication skills to inform colleagues on their individual stock ordering and stocktake responsibilities and liaise with suppliers about deliveries and discrepancies
- critical thinking skills to allow for the analysis of stock records to determine stock losses and to make appropriate recommendations for improvements
- numeracy skills to perform complex calculations involving reconciling stock orders and levels.

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

- stock ordering procedures
- stock level maintenance techniques appropriate to industry sector
- stocktake procedures appropriate to industry sector
- stock recording systems
- stock security systems and procedures
- types of stock control documentation and systems
- reasons for stock loss and damage and methods used to control these.

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, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in

Evidence of the following is essential:

- ordering, control and overall administration of continuous stock supply within a specific tourism and

EVIDENCE GUIDE

this unit

hospitality industry environment

- ability to meet accuracy and speed requirements for completion and maintenance of stock records
- project or work activities conducted over a commercially realistic period of time so that the stock control and maintenance aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- ordering, control and overall administration of stock within an operationally realistic tourism or hospitality stock control environment
- use of current technology, equipment, stock documentation and real stock items
- access to stock security and stocktake procedures
- involvement of internal and external suppliers.

EVIDENCE GUIDE

Methods of assessment

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

- review of project activities undertaken by the candidate to control stock for a given period of time for a specific outlet
- review of stock control activities undertaken as part of industry placement or training with an industry operator
- written and oral questioning or interview to test knowledge of security and stocktake procedures
- case studies to assess ability to solve problems related to stock control, stock loss or security
- review of workplace reports and records prepared by the candidate related to stock control
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

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

- SITXADM001A Perform office procedures
- SITXMGT001A Monitor work operations
- SITXINV003A Manage and purchase stock.

Assessing employability skills

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.

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.

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 in the performance criteria is detailed below.

Stock control systems may be:

- manual
- computerised.

Stock may include:

- food and beverages
- equipment, such as office equipment and maintenance and cleaning equipment
- linen
- stationery
- brochures and promotional material
- cleaning supplies and chemicals
- vouchers and tickets
- souvenirs and other retail products.

Stock losses may relate to:

- lack of rotation leading to product deterioration
- inappropriate storage conditions
- access by pests or vermin
- theft
- overstocking.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Inventory