



**Australian Government**

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

# **SIFGLC002A Control and order goods**

**Revision Number: 1**

## **SIFGLC002A Control and order goods**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit describes the performance outcomes, skills and knowledge required to receive and process goods, conduct a stocktake, re-order stock and dispatch outgoing goods.

### **Application of the Unit**

**Application of the unit** This unit applies to funeral home and cemetery and crematorium staff.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units** Nil

### **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 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

- |   |                                     |   |
|---|-------------------------------------|---|
| 1 | Receive and process incoming goods. | <ul style="list-style-type: none"> <li>1.1 Check incoming <b>goods</b> against purchase orders and identify variations.</li> <li>1.2 Record <b>variations</b> according to <b>workplace policies and procedures</b>.</li> <li>1.3 Unpack incoming goods using correct manual handling techniques and <b>equipment</b> according to workplace policies and procedures.</li> <li>1.4 Remove and dispose of <b>packing materials</b> according to workplace policies and procedures.</li> <li>1.5 Store goods according to workplace policies and procedures, and relevant legislation.</li> </ul> |
| 2 | Conduct stocktake.                  | <ul style="list-style-type: none"> <li>2.1 Conduct <b>stocktake</b> according to workplace policies and procedures.</li> <li>2.2 Complete <b>stock records</b> according to workplace policies and procedures.</li> <li>2.3 Report and record discrepancies according to workplace policies and procedures.</li> <li>2.4 Operate and maintain electronic recording equipment as required according to manufacturer guidelines.</li> </ul>   |
| 3 | Re-order stock.                     | <ul style="list-style-type: none"> <li>3.1 Identify minimum stock levels according to workplace policies and procedures.</li> <li>3.2 Complete relevant <b>documentation</b> according to workplace policies and procedures.</li> </ul>   |

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	3.3 Identify undelivered stock orders and follow up according to workplace policies and procedures.
4 Dispatch goods.	4.1 Identify and label goods to be returned to supplier according to workplace policies and procedures.
	4.2 Complete credit request documentation according to workplace policies and procedures.
	4.3 Store goods securely ready for dispatch.
	4.4 Complete delivery documentation according to workplace policies and procedures.
	4.5 Pack items according to workplace policies and procedures.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- safe manual handling techniques
- communication skills, including clear and direct communication to report variations or discrepancies of incoming goods
- literacy and numeracy skills to understand written documentation, accurately complete required documentation, and undertake stock counts
- computer literacy skills to use stock systems and electronic equipment
- problem-solving skills to identify discrepancies and take corrective action.

#### Required knowledge

- workplace policies and procedures in relation to receiving and dispatching goods
- inventory control procedures.

## 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.

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

Evidence of the following is essential:

- receiving and processing incoming goods and dispatching outgoing goods according to workplace policies and procedures
- the interpretation and use of stock control documentation to accurately record all stock movements
- maintenance of minimum stock levels to meet the needs of the business
- safe manual handling techniques
- controlling and ordering multiple types of goods over a period of time to ensure consistency of performance and ability to respond to different situations.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a facility where funeral goods can be received, unpacked and dispatched
- access to funeral services goods
- access to relevant documentation, such as stock records, stock requisition forms and delivery documentation
- access to equipment, such as trolley jacks.

### 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 candidate:
  - identifying correct procedures for receiving and dispatching goods and conducting stocktakes
  - storing and securing goods while applying relevant policies and workplace procedures
- written or verbal questioning to assess knowledge and understanding with regard to performing stock control procedures in the funeral services industry
- review of workplace documents completed by candidate
- 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.

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, 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.

***Goods*** may include:

- coffins or caskets
- coffin or casket accessories
- urns or vases
- headstones or grave markers
- mortuary tools, equipment and materials
- gravedigging or grounds maintenance tools, equipment and materials
- stationery
- promotional materials
- first aid equipment and materials.

***Variations*** may include:

- quantity
- number
- quality
- damage
- breakage.

***Workplace policies and procedures*** may include:

- standard operating policies and procedures, including manufacturer instructions
- standards and certification requirements
- quality assurance procedures
- OHS procedures, including manual handling techniques
- emergency procedures, including fire and accident procedures
- security procedures.

## RANGE STATEMENT

- Equipment*** may include:
- forklift
  - trolley
  - trolley jack
  - other moving devices.
- Packing materials*** may include:
- crates
  - shipping shells
  - boxes
  - plastic
  - packing foam.
- Stocktake*** may include:
- cyclical stocktaking
  - compliance-driven stocktaking.
- Stock records*** may include:
- manual records
  - electronic records.
- Documentation*** may include:
- stock requisition forms
  - electronic orders
  - credit request forms.

## Unit Sector(s)

**Sector** Funeral Services

## Competency field

**Competency field** Governance and Legal Compliance