



Australian Government

Department of Education, Employment and Workplace Relations

SIRXINV001A Perform stock control procedures

Revision Number: 2

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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 handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods.

Application of the Unit

This unit applies to team members who handle and move stock, to ensure efficient stock control within the retail environment. Team members are required to receive and process incoming goods, dispatch outgoing goods, rotate stock and maintain stock levels, assist with stocktaking, and report problems or discrepancies in stock to relevant personnel according to store policy and relevant legislation, whilst using safe working practices.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

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. Receive and process incoming goods.	<p>1.1.Maintain cleanliness and orderliness in receiving bay according to <i>store policy and procedures</i>.</p> <p>1.2.Unpack goods using correct <i>handling techniques</i> and <i>equipment</i>, according to store policy.</p> <p>1.3.Remove and promptly dispose of packing materials, according to store policy and relevant <i>legislative requirements</i>.</p> <p>1.4.Check incoming stock and validate against purchase orders and delivery documentation, according to store policy and relevant legislative requirements.</p> <p>1.5.Inspect items received for damage, quality, use by dates, breakage or discrepancies and record, according to store policy.</p> <p>1.6.Record stock levels on store <i>stock systems</i>, according to store policy.</p> <p>1.7.Rotate and store stock, according to the first in first out (FIFO) principle.</p> <p>1.8.Dispatch stock to appropriate area or department.</p> <p>1.9.Apply stock price and code labels when required according to store policy.</p>
2. Rotate stock.	<p>2.1.Carry out stock rotation procedures, according to store routine and policy.</p> <p>2.2.Perform store code checking and reporting procedures, including recording of waste and markdowns.</p> <p>2.3.Place merchandise to achieve a balanced, fully stocked display appearance and promote sales.</p> <p>2.4.Place excess stock in storage or dispose of, according to store policy and legislative requirements.</p> <p>2.5.Maintain safe lifting, shifting and carrying techniques according to store Work Health and Safety (WHS) policy and legislative requirements.</p>

Required Skills and Knowledge

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

Required skills

- literacy and numeracy skills to:
 - follow set routines and procedures
 - use electronic labelling and ticketing equipment
 - stock records and delivery documentation
 - report problems

Required knowledge

- store policy and procedures in regard to:
 - stock control
 - store labelling policy
 - product quality standards
 - correct unpacking of goods
 - out-of-date, missing or damaged stock
 - equipment used
 - stock location
 - waste disposal
 - methods of storage
 - delivery documentation
 - stock record documentation
 - dispatch documentation
 - reporting faults and problems
- relevant legislation and statutory requirements in regard to stock control, including WHS
- 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 applies store policy and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control
- consistently applies safe working practices in the manual handling and moving of stock according to WHS legislation and store policy
- interprets and applies manufacturer instructions with regard to handling stock and using relevant equipment
- receives and processes incoming goods and dispatches outgoing goods according to store policy and procedures
- rotates stock and performs out-of-code checking and reporting according to store policy and procedures
- interprets and processes information accurately and responsibly.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant equipment, including:
 - stock moving equipment
 - manual and electronic labelling and ticketing equipment
- computers and stock recording equipment
- relevant documentation, such as:
 - invoices, packing slips, dispatch documents and order forms
 - recording and tally sheets
 - store policy and procedures manuals
 - WHS regulations
 - relevant legislation and statutory requirements
 - industry codes of practice.

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
- 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:

- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXRSK001A Minimise theft
- SIRXCCS002A Interact with customers
- SIRXFIN001A Balance point-of-sale terminal.

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.

Store policy and procedures may relate to:

- stock control
- reception and dispatch
- WHS
- food safety.

Handling techniques may vary according to:

- stock characteristics
- industry codes of practice
- legislative requirements.

Equipment may include:

- electronic bar coding equipment
- weighing machines
- thermometers
- trolley return equipment
- portable data entry
- cutting equipment
- protective clothing.

Legislative requirements may include:

- WHS
- hazardous substances and dangerous goods
- labelling of workplace substances
- waste removal and environmental protection
- transport, storage and handling of goods.

Stock systems may be:

- manual
- electronic.

Unit Sector(s)

Cross-Sector

Competency field

Inventory