



**Australian Government**

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

# **TLIA3038A Control and order stock**

**Release: 1**

## **TLIA3038A Control and order stock**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders, and following up orders. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the control and ordering of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently control and order stock in a workplace store.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **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. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Maintain stock levels and records</b>	1.1 Stock levels are monitored and maintained at levels prescribed by workplace specifications 1.2 Stock security systems are monitored and adjusted as required 1.3 Stock re-order cycles are maintained, monitored and adjusted as required 1.4 Colleagues are informed of their individual responsibilities in regard to recording of stock 1.5 Stock storage and movement records are maintained in accordance with workplace procedures 1.6 Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures
<b>2 Organise and administer stocktakes</b>	2.1 Stocktakes are organised at the appropriate time and responsibilities allocated to staff 2.2 Accurate reports on stocktake data are produced within designated timelines
<b>3 Identify stock losses</b>	3.1 Losses are accurately identified, recorded and assessed against potential loss as forecast on a regular basis 3.2 Identified losses are reported in accordance with workplace procedures 3.3 Avoidable losses are identified and reasons are established, and appropriate solutions are recommended and implemented to prevent future avoidable losses
<b>4 Process stock orders</b>	4.1 Orders for stock are accurately processed in accordance with workplace procedures 4.2 Stock ordering and recording systems are accurately maintained 4.3 Purchase and supply agreements are correctly used and appropriate details recorded 4.4 Negotiated purchase and supply agreements are recorded accurately and filed for retrieval
<b>5 Follow up orders</b>	5.1 Delivery process is monitored to meet agreed deadlines 5.2 Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supply 5.3 Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policy 5.4 Stock is distributed in accordance with agreed allocations
<b>6 Complete documentation</b>	6.1 All required records and documentation are completed in accordance with workplace procedures

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)
- Relevant OH&S and environmental procedures and regulations
- Principles of stock control
- Procedures for the ordering of stock
- Stock control documentation and systems used in workplace stores
- Interpretation of workplace specifications and orders for supplies
- Stock security systems
- Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology
- Systems for the completion of relevant records and documentation
- Problems that may occur when controlling and ordering stock and appropriate action that can be taken to resolve the problems
- Contacts and sources of information and documentation needed when controlling and ordering stock
- Site layout
- The purpose and procedures for the use of relevant personal protective equipment
- Customer service policies and procedures

#### Required skills:

- Communicate effectively with others when controlling and ordering stock
- Read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock
- Complete documentation related to the controlling and ordering of stock
- Work collaboratively with others when controlling and ordering stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling and ordering stock in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and

**Required skills:**

environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in stock and systems in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication and computing equipment when controlling and ordering stock

**Evidence Guide****EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

## EVIDENCE GUIDE

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

## 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.

This unit may apply to:

- any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)

Suppliers may be:

- internal or external

Requirements for work may include:

- workplace protocols and procedures
- communications equipment
- workplace operations manuals
- relevant regulations, authorities and permits
- hours of operation
- relevant record keeping requirements
- workplace quality and customer service standards

Stock control and record systems may be:

- manual
- computerised

Stock may include but is not limited to:

- production materials
- packaging materials
- equipment and tools
- office and stationery supplies
- forms, brochures and documents
- vouchers and tickets
- merchandise for sale

## RANGE STATEMENT

- Consultative processes may involve:
- linen
  - food and beverage supplies
  - suppliers, representatives and drivers
  - relevant authorities
  - other employees and supervisors
  - management
  - other professional or technical staff
- Communications systems may involve:
- telephone
  - fax
  - email
  - electronic data transfer of information
  - mail
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Personal protective equipment may include but is not limited to:
- gloves
  - safety headwear and footwear
  - safety glasses
  - two-way radios
  - high visibility clothing
- Documentation/records may include:
- workplace protocols and procedures
  - workplace specifications for the stock concerned
  - relevant regulations
  - supplier instructions
  - operations manuals
  - documentation including order forms, standard letters, etc.
  - induction documentation
  - delivery options
  - relevant Australian and international standards, criteria and certification requirements
  - communications technology equipment, oral, aural or signed communications
  - quality assurance procedures
  - emergency procedures
  - relevant competency standards and training materials
- Applicable procedures and codes may include:
- relevant regulations and codes of practice for receipt and storage of stock concerned
  - Australian and international regulations and codes of practice for the handling and transport of dangerous goods



**RANGE STATEMENT**

and hazardous substances, including:

- Australian and International Dangerous Goods Codes
- Australian and International Explosives Codes
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field**                      A - Handling Cargo/Stock