



Australian Government

Department of Education, Employment and Workplace Relations

FDFCD2004A Perform cellar door stock control procedure

Release: 2

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Modification History

This unit supersedes and is equivalent to FDFCDSSCPB Perform cellar door stock control procedures.

April 2012: Minor typographical corrections.

Unit Descriptor

Unit descriptor	This specialist unit has been customised for the cellar door sales stream of the wine sector. It covers the skills and knowledge required to receive, unpack and dispatch goods and to participate in stocktaking.
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Application of the Unit

Application of the unit	This competency applies to cellar door operations in the wine industry. The unit covers receiving, dispatching, ordering, storing and monitoring of wine and other products sold through the cellar door operation.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	FDFCD2003A	Evaluate wines (standard)
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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Receive and process incoming goods	1.1 Cleanliness and orderliness in receiving bay is maintained according to workplace policy 1.2 Work is conducted in accordance with workplace environmental guidelines 1.3 Goods are unpacked using correct techniques and equipment in line with workplace policy 1.4 Packing materials are removed and disposed of promptly according to workplace policy 1.5 Incoming stock is accurately checked and validated against purchase orders and delivery documentation according to workplace policy 1.6 Items received are inspected for damage, quality, use-by dates, breakage or discrepancies and recorded according to workplace policy 1.7 Stock levels are accurately recorded on workplace stock systems, according to workplace policy 1.8 Secure storage of stock is arranged according to workplace policy and government legislation 1.9 Stock is dispatched to appropriate area as required 1.10 Stock price and code labels are applied when required according to workplace policy
2. Rotate stock	2.1 Stock rotation procedures for merchandise and wrapping and packing materials are carried out routinely and accurately according to workplace policy 2.2 Excess stock is placed in storage or disposed of according to workplace policy 2.3 Safe lifting and carrying techniques are maintained in line with workplace occupational health and safety (OHS) policy and government legislation
3. Participate in stocktake	3.1 Stocktaking and cyclical counts are assisted with according to workplace policy and procedures 3.2 Stock records documentation is completed accurately according to workplace stock control system 3.3 Discrepancies in stock are recorded and reported 3.4 Electronic recording equipment, where required, is operated and maintained according to manufacturer specifications
4. Reorder stock	4.1 Minimum stock levels are identified according to workplace policy 4.2 Stock requisition forms or electronic orders are completed accurately

ELEMENT	PERFORMANCE CRITERIA
5. Dispatch goods	4.3 Undelivered stock orders are identified on stock system and followed up without undue delay
	5.1 Stock to be returned to supplier, warehouse is identified and labelled with date, supplier and reason for return, or referred to management if required
	5.2 Credit request documentation is completed according to workplace procedure, as required
	5.3 Stock is stored securely while awaiting dispatch
	5.4 Delivery documentation is completed according to workplace procedures
	5.5 Special delivery instructions are noted
	5.6 Items are packed safely and securely to avoid damage in transit

Required Skills and Knowledge

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

Required skills include:

Note: The following required skills should be applied as appropriate to the equipment and processes that are used in the particular winery or workplace.

Ability to:

- access workplace information to identify stock control requirements
- select, fit and use personal protective clothing and/or equipment
- confirm supply of necessary product, equipment and materials
- liaise with other work areas (e.g. warehouse)
- confirm equipment status and condition, as required
- consistently apply workplace policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control
- consistently apply safe work practices in the manual handling and moving of stock, according to OHS legislation, regulations and codes of practice
- interpret and apply manufacturer instructions with regard to handling stock and using relevant equipment
- receive incoming goods according to workplace policies and procedures. This may include:
 - keeping goods separate from storeroom stock
 - ensuring stock does not block paths or fire exits
 - correctly identifying stock using labels and packaging
 - interpreting delivery notes
 - checking goods against delivery note
 - identifying discrepancies
 - confirming discrepancies with delivery person
 - implementing theft minimisation procedures
- process incoming goods according to workplace procedures. This may include:
 - unpacking goods
 - storing in correct location
 - rotating stock
 - inputting, updating stock records
 - disposing of packaging
- dispatch outgoing goods according to workplace procedures. This may include:
 - interpreting dispatch documentation
 - selecting and picking goods
 - checking product quality and specification
 - packaging, wrapping and labelling for safe transit
 - completing paperwork
 - updating stock records

- storing safely ready for pick up
- rotate stock and reorder and maintain stock levels according to workplace policies and procedures. This may include:
 - checking sell-by dates, vintages and product quality and packaging and label design
 - checking and coordinating shelf, fridge and storeroom stock
 - identifying and removing faulty products
 - interpreting stock and order schedules
 - calculating stock requirements
 - completing stock ordering documentation (manual or electronic)
 - liaising with suppliers
 - correctly identifying product specifications
- accurately and effectively assist with stocktaking and cyclical counts according to workplace policies and procedures. This may include:
 - isolating storage areas
 - correctly identifying and recording product specifications
 - identifying correct quantities
 - completing accurate calculations
 - monitoring stock movement and sales
 - including all stock (e.g. displays, fridge, storeroom and shelves)
- interpret and process information accurately and responsibly
- apply skills and techniques in following set routines and procedures
- correctly and effectively use electronic labelling, ticketing and stocktaking equipment as required
- apply communication and numeracy skills associated with:
 - stock records and delivery and dispatch documentation
 - stock counts and units
- shut down equipment as required
- record workplace information
- maintain work area to meet housekeeping standards
- use oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- work cooperatively within a culturally diverse workforce.

Required knowledge includes:

Note: The following required knowledge should be applied as appropriate to the equipment and processes that are used in the particular winery or workplace.

Knowledge of:

- purpose and principles of stock control
- links to related work areas and activities
- quality characteristics of products and packaging materials

- OHS hazards and controls
- operational aspects of workplace policies and procedures in regard to:
 - stock control
 - stock levels and excess stock
 - stock rotation
 - ordering stock
 - product quality
 - packaging standards
 - correct unpacking of goods
 - out-of-date, missing or damaged stock
 - equipment use and maintenance
 - stock location
 - stock price and code labelling
 - correct handling and storage of goods
 - delivery documentation
 - stock record documentation
- dispatch documentation
- suppliers (external and warehouse)
- stocktaking and cyclical counts
- manual handling and lifting techniques
- basic legislation and statutory requirements, including:
 - serving and selling liquor (cellar door sales only)
 - industry codes of practice
 - consumer law (cellar door sales only)
 - visitor and customer OHS as they apply in the workplace
- likely causes of inaccuracies and preventive or corrective action required
- procedures and responsibility for reporting problems
- housekeeping requirements and procedures
- recording requirements and 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.

Overview of assessment	Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competency in this unit must be achieved in accordance with food safety standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: • ensure incoming goods are received, unpacked, checked and stored correctly • correctly undertake pricing, coding and tagging, if required • follow correct stocktaking procedures • monitor, rotate and re-order stock as required • ensure stock returns to suppliers are dispatched correctly and required documentation completed.
Context of and specific resources for assessment	Assessment must occur in a real or simulated workplace where the assessee has access to: • personal protective clothing and equipment as required • work procedures. including advice on company practices, safe work practices, food safety, quality and environmental requirements • instructions, information, specifications and schedules as required • equipment, services and corresponding information as required • products and materials as required • internal and external customers and suppliers as required • cleaning procedures, materials and equipment as required • documentation and recording requirements and procedures.
Method of assessment	This unit should be assessed together with core units and other units of competency relevant to the function or work role.

EVIDENCE GUIDE**Guidance information for assessment**

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

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.

Policies and procedures

- Work is carried out in accordance with workplace procedures, licensing requirements and legislative requirements

Workplace information

Workplace information can include:

- Standard Operating Procedures (SOPs)
- workplace policy and procedures in regard to stock control procedures
- specifications
- work notes
- instructions or verbal direction from manager, supervisor or senior staff

Cellar door outlet

A cellar door outlet is a tasting and sales operation open to the public conducted by a winemaking enterprise. The size, type and location of the sales or distribution outlet or function may vary

RANGE STATEMENT	
Stock	Stock may include: - wines and spirits from the cellar door company's own range - wine and other products and merchandise from other producers or enterprises
Staff	Staff in cellar door operation may: - be full time, part time or casual - include staff who work in other areas of the enterprise
Information systems	Information systems may be: print or screen based
Equipment	Equipment may be: electronic or manual and should include that which is required to perform stock control procedures according to workplace policies and procedures
Materials	Materials may vary and may include: - sales orders - internal workplace transfer documentation - stock sheets
Stock recording	Stock recording may be: manual or electronic
Stocktake	Stocktake may be: cyclical or compliance driven
Stock control	Cellar door stock control may include: checking incoming or existing stock and special orders
Stock handling	Stock may be moved: manually or mechanically
Suppliers	Suppliers may be: external or internal to the enterprise (e.g. a warehouse)
Production destination	Product destinations may be: - external (e.g. customers) - internal to the enterprise (e.g. another department)

Unit Sector(s)

Unit sector	Wine operations
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