



Australian Government

SIFXADQ001 Control and order goods

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to receive and process goods, conduct a stock-take, re-order stock and dispatch outgoing goods. It applies to cemetery and crematorium staff and may involve either working autonomously or under supervision according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Conduct stock-take.

1.1 Conduct stock-take and complete stock records.

1.2 Report and record discrepancies.

1.3 Identify minimum stock levels and order stock.

1.4 Complete relevant documentation.

1.5 Operate and maintain electronic recording equipment as required according to manufacturer guidelines.

2. Receive and process incoming goods.

2.1 Check incoming goods against purchase orders and identify variations.

2.2 Record variations in quality and quantity and follow up with relevant personnel.

2.3 Unpack incoming goods using correct manual handling techniques and equipment.

- 2.4 Remove and dispose of packaging materials in a safe and sustainable manner.
- 2.5 Store goods in appropriate area.
- 3. Return surplus goods to supplier.
 - 3.1 Identify and label goods to be returned to supplier.
 - 3.2 Complete accurate credit request documentation.
 - 3.3 Store goods securely ready for dispatch.
 - 3.4 Pack items and complete delivery documentation.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Mapping Information

SIFGLC002A Control and order goods.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXADQ001 Control and order goods

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- conduct stock-take to ensure minimum stock levels are maintained according to business needs
- receive and process incoming goods and dispatch outgoing goods according to workplace policies and procedures
- use stock control documentation to accurately record all stock movements
- use safe manual handling techniques when handling stock.

Evidence of performance on two or more stock control and orders is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- goods relating to the funeral services industry, including:
 - 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
- purpose and basic principles of stock control systems that includes process for inventory control
- workplace policies and procedures in relation to receiving and dispatching goods, and dealing with variations of orders against goods received
- relevant federal, state or territory, and local government legislation and regulations that impact on stock control process
- techniques for safe manual handling of stock
- documentation and equipment use for stock control processes

- environmentally sound disposal methods for all types of waste, including packaging materials.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - a facility where funeral goods can be received, unpacked and dispatched
 - funeral services goods
 - equipment and technology currently used in industry, including a trolley jack
 - documentation, including stock records, stock requisition forms and delivery documentation
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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