



Australian Government

SIRRINV001 Receive and handle retail stock

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock. It requires the ability to check stock quality and quantity against order requirements; store or present stock correctly; and maintain cleanliness of stock-handling areas.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller retail businesses, senior personnel also undertake this function.

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

Pre-requisite Unit

Nil

Competency Field

Inventory

Unit Sector

Retail

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. Maintain stock handling and storage areas.	1.1.Maintain cleanliness of stock handling and storage areas. 1.2.Ensure correct environmental conditions for storage of perishable and other stock to prevent loss or damage as required. 1.3.Remove and dispose of waste to minimise safety risks and environmental impacts. 1.4.Report hazards and potential hazards to relevant personnel to

- minimise safety risks.
2. Accept stock delivery.
 - 2.1. Check incoming stock quantities against order documentation.
 - 2.2. Inspect incoming stock quality, and accurately report quality issues or damage to relevant personnel.
 - 2.3. Record stock delivery, and report discrepancies with orders as required.
 - 2.4. Unpack and handle stock according to manufacturer instructions and safe manual handling techniques to avoid personal health risk and stock damage.
 - 2.5. Store or display stock promptly in designated location.
 3. Replenish stock levels.
 - 3.1. Rotate, replenish and present stock according to organisational requirements for stock levels.
 - 3.2. Record stock waste or shrinkage according to organisational procedures.
 - 3.3. Maintain optimal stock levels on retail shop floor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- Reading skills to:
- interpret:
 - plain English documents that outline organisational policies and procedures for stock control
 - basic order and delivery documentation and stock labels.
- Numeracy skills to:
- calculate stock levels.
- Planning and organising skills to:
- complete stock control activities in a logical and time efficient sequence.
- Technology skills to:
- use stock control technology to aid stock control processes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRRINV001 Receive and handle retail stock

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow organisational policies and procedures, safe work practices and manufacturer instructions to perform each of the following stock control procedures:
 - receive and process incoming stock
 - store retail stock
 - maintain retail stock levels
 - maintain stock delivery records
- follow organisational stock control policies and procedures to process stock in each of the following situations:
 - stock quality is poor
 - stock quantity errors
 - incorrect stock is delivered
- maintain stock handling and storage areas, according to organisational policies and procedures, when completing the above stock control activities.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in the elements and performance criteria of this unit:

- principles of stock control procedures:
 - rotation and replenishment
 - product life cycle
- organisational stock control policies and procedures for:
 - receiving stock from suppliers
 - recording incoming stock
 - recording and reporting stock discrepancies and quality issues
 - recording stock waste and shrinkage
 - stock quality standards
 - unpacking, storage and display of stock
 - damaged or missing stock
- key features of retail products that relate to handling and storage:

- handling techniques to minimise damage
- general care
- optimum storage conditions
- features of damaged or spoiled stock
- correct disposal methods
- safe manual handling techniques for moving and storing retail stock
- relevant legislation and standards relevant to receiving and storing retail stock.

Assessment Conditions

Skills must be demonstrated in a retail environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- manufacturer instructions for stock handling and storage
- organisational policies and procedures for stock handling and control
- retail stock display areas
- range of retail stock
- stock control documentation
 - delivery dockets
 - orders
 - reporting documentation
- stock receiving bay or area
- stock storage areas
- assessment activities that allow the individual to:
 - work within commercial speed, timing and productivity
 - manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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