



Australian Government

Department of Education, Employment and Workplace Relations

SIRWINV302 Monitor inventory capacity to meet demand

Release: 1

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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
First Release	This is a revised unit, based on and equivalent to SIRWINV003A Monitor inventory capacity to meet demand.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage business systems inventory required by a business to meet operational and customer requirements.

It focuses on managing and monitoring inventory procedures and documentation for the receipt, dispatch and secure storage of goods. It involves using business systems to monitor inventory levels, storage, movement and reorder cycles, and coordinate stock movement to ensure that inventory is available to meet business needs.

Application of the Unit

This unit applies to staff responsible for monitoring an organisation's business systems in a business-to-business environment.

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. Monitor receipt and dispatch of goods.	1.1.Determine responsibility for receipt and dispatch of products. 1.2.Implement business policy and procedures in regard to receipt, dispatch and secure storage of products. 1.3.Observe staff functions to ensure business procedures are followed and documentation is completed correctly. 1.4.Implement business procedures to ensure products are inspected for quantity and quality on receipt. 1.5.Act upon variations to quantity and quality of delivered products according to business policy. 1.6.Supervise safe handling and storage of products according to business policy.
2. Maintain stock records.	2.1.Monitor stock levels and maintain at required levels. 2.2.Maintain, monitor and adjust stock reorder cycles as required. 2.3.Inform team members of their individual responsibilities in regard to recording stock. 2.4.Maintain stock storage and movement records according to business policy. 2.5.Record stock discrepancies and follow procedures according to business policy. 2.6.Monitor stock performance and identify and report fast and slow selling items according to business policy.
3. Ensure inventory is on hand.	3.1.Coordinate deliveries to meet inventory demand. 3.2.Match logistics of delivery to inventory supply requirements. 3.3.Implement improvements to supply chain management as required.
4. Coordinate stocktake or cyclical count.	4.1.Interpret policy and procedures in regard to stocktaking and cyclical counts and explain to team members. 4.2. Roster staff according to allocated budget and time constraints. 4.3.Allocate stocktaking tasks to individual team members. 4.4.Provide team members with clear directions for the performance of each task.

- 4.5. Allocate team members to ensure effective use of staff resources to complete task.
 - 4.6. Produce accurate reports for management on stocktake data, including discrepancies.
- 5. Identify stock losses.
 - 5.1. Identify and record losses and assess against potential loss forecast on a regular basis.
 - 5.2. Identify avoidable losses and establish reason.
 - 5.3. Recommend and implement possible solutions for stock losses.

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - ask questions to identify and confirm requirements
 - give instructions
 - provide information to staff, including allocating tasks and providing clear directions through clear and direct communication
 - share information
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
- literacy and numeracy skills to:
 - check product labelling to ensure compliance
 - collect, analyse and organise information
 - maintain stock ordering and recording systems
 - map inventory demands
 - read and understand a range of workplace documents
- operations management and leadership skills
- planning and organising skills to plan and prioritise work schedule
- self-management skills to apply standards applicable to inventory control
- technology skills to safely use available business technology

Required knowledge

- business policy and procedures with regard to:
 - receipt and dispatch of goods, including inspection for quantity and quality
 - reporting of stock discrepancies and damage
 - stock control
 - stock replenishment and reordering
- industry codes of practice, including food handling codes
- impact of business planning and sales forecasts on inventory
- inter- and intra-business transfers
- legislation and statutory requirements, including consumer law relevant to inventory control
- market trends and impact of special events of inventory
- work health and safety (WHS) legislation and codes of practice, including:
 - manual handling regulations and codes of practice
 - plant and equipment regulations
- organisational and referral mechanisms for facilitating inventory demand monitoring

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.

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

Evidence of the following is essential:

- manages and monitors staff implementation of inventory procedures and documentation for the receipt, dispatch and secure storage of goods
- uses relevant business systems to monitor inventory levels, storage, movement and reorder cycles on a regular basis
- organises and coordinates stock movement to ensure that inventory is available to meet business needs
- completes relevant business documentation accurately, in a timely manner and in agreed format
- organises and coordinates stocktake and cyclical counts to monitor and review inventory levels, identify discrepancies and develop solutions to stock loss.

Context of and specific resources for assessment

Assessment must ensure access to:

- a business-to-business sales work environment
- relevant documentation, such as:
 - business policy and procedures manuals
 - WHS legislation and codes of practice
- an inventory control system
- relevant business technology.

Method 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.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

Business policy and procedures may relate to:

- job roles and responsibilities
- merchandise and product range
- pricing, labelling and packaging requirements
- procurement processes
- receipt and dispatch of goods
- stocktaking and cyclical counts
- transport, handling and storage of goods.

Documentation may include:

- asset registers
- corporate credit card transaction statements
- evaluation process documentation
- financial statements
- invoices and payment requests
- offer and contract documents
- purchase requests and orders
- records of authorised officers' decisions
- records of conversations
- records of supplier performance
- statements and petty cash vouchers.

Safe handling and storage of goods may include:

- product segregation
- optimum maintenance of storage areas, including:
 - cleanliness and sanitation
 - lighting
 - climate control
 - pest control
 - ventilation
- packaging products for storage
- labelling of goods
- stock rotation
- disposal of damaged or spoiled goods
- safe manual handling and lifting techniques
- safe use of equipment, such as ladders and trolleys
- storage in:
 - cool rooms
 - dry stores

- freezers
- refrigeration.
- Safe handling and storage** techniques may vary according to:
 - industry codes of practice
 - WHS
 - stock characteristics.
- Team members** may:
 - come from a variety of social, cultural and ethnic backgrounds
 - vary in competencies
 - vary in literacy and numeracy skills.
- Records** may be:
 - electronic
 - manual
 - templated.
- Stock performance** may vary according to:
 - advances in technology
 - customer demand
 - environmental factors
 - quality demands
 - seasonal cycles
 - selling approaches.
- Reports** for management may include:
 - business documents
 - financial reports
 - informal reports
 - stocktake reports.
- Logistics** may include:
 - infrastructure resources
 - levels of service
 - milestones
 - outputs
 - payment schedules
 - phases or stages of the supply and distribution chain
 - targets
 - timeframes.
- Factors affecting staff **roster** may include:
 - available or required staffing levels
 - awards and agreements
 - budget allocation
 - full-time, part-time, casual or contract staff
 - range of staff responsibilities
 - routine or busy trading conditions
 - varying levels of staff training.

Unit Sector(s)

Wholesale

Competency Field

Inventory