



Australian Government

SITXINV201 Receive and store stock

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	N Replaces but is not equivalent to SITXINV001A Receive and store stock. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. Technology skills and knowledge added.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to check and take delivery of stock and to appropriately store, rotate and maintain the quality of stock items.

It does not include specialist stock control processes for perishable foodstuffs which are covered by the unit SITXINV202 Maintain the quality of perishable supplies.

Application of the Unit

This unit applies to the tourism, travel, hospitality and event industry sectors and to any type of stock.

The unit is relevant to organisations where stock control is an integral and essential part of business operations, and where there are control issues to be considered. The unit is not appropriate for situations where stock management is very simple, such as controlling stationery supplies in a small office.

It applies to operational personnel who work with very little independence and under close supervision. They apply little discretion and judgement and follow predefined organisational procedures to report any stock-related discrepancies to a higher level staff member for action.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and 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.

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|-------------------------------|--|
| 1. Take delivery of stock. | 1.1 Check incoming stock against orders and delivery documentation.
1.2 Identify, record and report discrepancies.
1.3 Inspect items for damage, quality and use by dates and record findings according to organisational procedures.
1.4 Record details of incoming stock according to organisational procedures. |
| 2. Store stock. | 2.1 Promptly transport stock to and store in appropriate storage area.
2.2 Use safe manual handling techniques to avoid injury when moving and storing stock.
2.3 Label stock according to organisational procedures.
2.4 Report on excess stock according to organisational procedures. |
| 3. Rotate and maintain stock. | 3.1 Rotate stock for maximum use and minimum wastage.
3.2 Regularly check the quality of stock and report findings.
3.3 Safely dispose of all excess or spoilt stock and waste, especially hazardous substances, to minimise negative environmental impacts.
3.4 Maintain cleanliness of stock handling and storage areas, identify and report any problems.
3.5 Use stock control systems and equipment according to organisational speed and accuracy requirements. |

Required Skills and Knowledge

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

Required skills

- communication skills to make accurate verbal reports of stock discrepancies and quality
- literacy skills to:
 - read and comprehend order and delivery documentation, use-by dates, stock labels, and organisational procedures
 - write records of incoming stock and simple reports about stock discrepancies and quality
- numeracy skills to count incoming, stored and rotated stock items
- planning and organising skills to conduct stock activities in a logical and time-efficient work flow
- problem-solving skills to identify, record and report order discrepancies and quality of stock items
- technology skills to use:
 - a computer and keyboard
 - the system capabilities and functions of a stock control system
 - electronic equipment used for stock control.

Required knowledge

- principles of stock control, including:
 - rotation and replenishment
 - product life cycle and maximising the use of all stock
 - checking for slow moving items
 - segregation of non-food items from food items that have potential to cross-contaminate
- for the specific industry sector, types of:
 - computerised stock control systems; their functions and features
 - electronic equipment used for stock control; their functions and features
 - stock recording documentation
 - stock security systems
 - storage and their suitability for different kinds of stock
- for the specific organisation:
 - relevant stock, including product life and storage requirements for specific goods
 - procedures for security, recording incoming stock, reporting on discrepancies, deficiencies and excess stock
 - order and delivery documentation
- safe manual handling techniques for the receipt, transportation and storage of stock
- safe and correct use of equipment, such as forklifts
- correct and environmentally sound disposal methods for all types of waste and in

particular for hazardous substances.

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

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

Evidence of the ability to:

- interpret and complete stock documentation and efficiently and safely receive, store and maintain diverse stock items on multiple occasions
- integrate, into daily work activities, knowledge of:
 - stock recording procedures
 - security procedures
 - manual handling techniques
- complete stock activities within commercial time constraints.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry stock control environment where stock is received, stored and recorded
- computers, printers and stock control software systems currently used by the tourism, hospitality or event industry
- electronic equipment used for stock control
- a diverse and comprehensive range of tourism, hospitality or event industry stock items that are received and stored
- current commercial stock recording procedures and documentation for the receipt and storage of stock.

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:

- direct observation of the individual:
 - receiving and storing stock
 - using correct manual handling techniques
- review of documents prepared by the individual:
 - records of incoming stock
 - discrepancy and deficiency reports
 - excess stock reports
- use of problem-solving exercises to assess the individual's ability to respond to stock deficiencies,

order discrepancies and overstocked items

- written and oral questioning to assess knowledge of stock recording and security procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBCMM201A Communicate in the workplace
- SITXINV202 Maintain the quality of perishable supplies
- SITXWHS101 Participate in safe work practices.

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.

Stock may include:

- alcohol
- cleaning agents and chemicals
- customer travel products:
 - luggage labels
 - travel bags
 - travel wallets
- tickets
- vouchers
- event supplies
- food:
 - dairy products
 - canned products
 - dry goods
 - frozen goods
 - fruit
 - meat
 - oils
 - poultry
 - seafood
 - vacuumed sealed items
 - vegetables
- fuel:
 - aircraft
 - coaches
 - hire cars
 - vessels
- general stores
- housekeeping supplies
- linen
- merchandise
- non-alcoholic beverages:
 - mixers
 - juice
 - soft drink

Stock control systems may involve:

- tea coffee
- uniforms.
- bin cards
- imprest
- integrated point-of-sale systems
- ledgers
- stock control procedures and template documents and reports for:
 - ordering
 - levels
 - loss
 - performance
 - monitoring of quality
 - receipt
 - reorder cycles
 - rotation
 - security
 - stocktakes
 - valuation
 - wastage
- storage requirements for different kinds of stock
- use of :
 - electronic stock control equipment
 - stock control software systems.

Unit Sector(s)

Cross-Sector

Competency Field

Inventory