



Australian Government

Department of Education, Employment and Workplace Relations

TLIPC1005A Complete small store operations

Release: 1

TLIPC1005A Complete small store operations

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the fundamental skills and knowledge required to complete real or simulated small store operations. It includes planning and organising for the operations, completing small store operations such as stocktaking, ordering, receiving and despatching goods, and maintaining records of small store operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications across industries. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities. The workplace environment may include a school classroom or workshop equipped with the appropriate workplace equipment, RTO premises, or an enterprise environment where a high level of supervision exists.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise small store operations	1.1 Small store work requirements and specific internal or external customer requirements are interpreted and the small store operations are organised accordingly 1.2 An inventory or stocktake of goods or items held in the small store is conducted in accordance with workplace requirements 1.3 Levels of goods and items in stock are monitored and maintained at levels prescribed by store procedures 1.4 Orders for the replenishment of goods or items in the small store are made in accordance with store procedures
2 Complete small store operations	2.1 Incoming goods and items are received and checked against orders and relevant specifications 2.2 Received goods and items are stored in accordance with the small store procedures 2.3 Goods and items for issue are picked and despatched in accordance with the small store procedures
3 Maintain records of small store	3.1 Inventory or records of stocks held in the small store are kept in accordance with workplace procedures 3.2 Dockets and receipts for received goods are correctly completed 3.3 Any discrepancies or identified damage in received goods are recorded and reported in accordance with workplace procedures 3.4 Records of goods or items issued from the small store are completed in accordance with workplace procedures 3.5 Any discrepancies in the inventory or record of stocks held are identified and reported in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures, policies and instructions for small store operations
- Relevant workplace standards and duty of care requirements
- Safe lifting and carrying policies and procedures
- Basic mathematical operations and techniques needed to place orders, complete simple stocktakes, receive and check goods and stock, and pick and despatch goods and stock

REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying and using relevant workplace technology when completing small store operations such as lifting equipment, calculators and computers
- Typical problems involved in small store operations and appropriate action and solutions
- Basic knowledge of the stock and goods held in the small store sufficient to allow identification in the course of small store activities

Required skills:

- Use literacy skills for written and verbal communication required in small store operations
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Interpret and follow a set of instructions for a small store operation
- Plan a schedule to complete required workplace tasks
- Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
- Work cooperatively and collaboratively with others to complete small store tasks
- Adapt and modify small store activities depending on differing workplace contexts, resources and environment
- Use appropriate techniques solve or report problems identified during small store operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use communications and any other equipment and technology required to complete small store activities
- Keep required records of small store operations
- Recognise and adapt appropriately to cultural differences experience when completing small store operations, including modes of behaviour and interactions among staff and customers
- Recognise limitations, ask for help and seek clarification or information about work 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 knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of

EVIDENCE GUIDE

unit

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

Dependent on the type of small store service being provided, inventory or stocktake types may include:

- simple stock identification, counting and recording for checks against existing stock records
- use of simple bar code equipment for stock identification, counting and recording and checks against existing stock

RANGE STATEMENT

Dependent on the type of small store service being provided, goods or items may include:	- records - food items - gardening supplies - small workshop tools and/or materials - stationery/office supplies - craft supplies - books/magazines
Dependent on the type of small store service being provided and the types of goods involved, checking may include:	- check of quantities received against order, invoice or other delivery documentation - visual inspection and identification - checks for damage - checks against specifications as per organisational instructions - weighing
Dependent on the type of small store service being provided, ways in which items may be picked (accessed from storage) and despatched include :	- interpretation of a personal request and simple identification and selection of items from storage area and issuing by hand - interpretation of an internal written request, simple identification and selection of items from storage area and delivering to internal customer concerned - interpretation of an external request (possibly on a standard form, simple identification and selection of items from storage area and packing items and despatching them by courier or post)
Dependent on the type of small store service being provided, types of inventory or records of stocks may include:	- hand written inventory or stock record book - simple computerised record system
Dependent on the type of small store service being provided, documentation and records may include:	- hand written record book - simple computerised record system - carbon copy receipt book
Information and documents may include:	- applicable regulations from each state and territory - standard operating procedures applicable to work role - quality standards applicable to work role
Applicable legislation, regulations and codes may include:	- applicable regulations from each state and territory - relevant Australian Standards and related requirements - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field PC - Pathways Certificate