



Australian Government

Department of Education, Employment and Workplace Relations

WRR15A Maintain and order stock

Release: 1

WRR15A Maintain and order stock

Modification History

Not applicable.

Unit Descriptor

This unit encompasses the competencies required to maintain and order stock in a retail environment. It involves monitoring receipt and dispatch of goods, maintaining stock records, coordinating stocktake, identifying stock losses, processing orders and following up on orders.

This unit encompasses the competencies required to maintain and order stock in a retail environment. It involves monitoring receipt and dispatch of goods, maintaining stock records, coordinating stocktake, identifying stock losses, processing orders and following up on orders

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Monitor receipt and dispatch of goods	1.1 Responsibility for receipt and dispatch of goods delegated to appropriate staff. 1.2 Store procedures implemented in regard to receipt, dispatch and secure storage of goods. 1.3 Staff functions observed to ensure store procedures are followed and documentation is completed correctly. 1.4 Store procedures implemented to ensure goods inspected for quantity and quality on receipt. 1.5 Variations to quantity and quality of delivered goods acted upon according to store policy. 1.6 Safe handling and storage of goods supervised in line with store policy.
2 Maintain stock records	2.1 Stock levels monitored and maintained at required levels. 2.2 Stock reorder cycles maintained, monitored and adjusted as required. 2.3 Team members informed of their individual responsibilities in regard to recording of stock. 2.4 Stock storage and movement records maintained in line with store policy. 2.5 Stock discrepancies recorded and procedures followed according to store policy. 2.6 Stock performance monitored and fast/slow selling items identified and reported according to store policy.
3 Coordinate stocktake/cyclical count	3.1 Policies and procedures in regard to stocktaking and cyclical counts interpreted and explained to team members. 3.2 Staff rostered according to allocated budget and time constraints.

- 3.3 Stocktaking tasks allocated to individual team members.
 - 3.4 Team members provided with clear directions for the performance of each task.
 - 3.5 Team members allocated to ensure effective use of staff resources to complete task.
 - 3.6 Accurate reports on stocktake data, including discrepancies produced for management.
- 4 Identify stock losses
 - 4.1 Losses accurately identified, recorded and assessed against potential loss forecast on a regular basis.
 - 4.2 Avoidable losses identified and reasons established.
 - 4.3 Possible solutions recommended and implemented.
- 5 Process order
 - 5.1 Orders for stock processed/raised as requested according to store policies and procedures.
 - 5.2 Ordering and recording system accurately maintained.
 - 5.3 Availability of sample range ensured according to buying plan.
 - 5.4 Pricing materials ordered as required.
 - 5.5 Negotiated purchase and supply agreements recorded accurately and filed for retrieval.
- 6 Follow up order
 - 6.1 Delivery process monitored to meet agreed deadlines.
 - 6.2 Routine supply problems handled or referred to management as required by store policy.
 - 6.3 Continuous liaison with buyers, store/departments, warehouse and suppliers to ensure continuity of supply.
 - 6.4 Stock distributed according to store/department allocation.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Consistently implements and monitors store policy/procedures regarding receipt, dispatch and secure storage of goods.

Regularly monitors staff implementation of store procedures and documentation in regard to receipt, dispatch and secure storage of goods.

Monitors stock levels, storage, movement and reorder cycles on a regular basis.

Organises and coordinates stock take, according to store policy and procedures.

Consistently raises/processes stock orders and maintains record system according to store policies and procedures.

Monitors delivery processes and distributes stock to ensure continuity of supply.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures, in regard to:

stock control

store merchandising system

current and future stock levels

bar codes

labels

price tags

store stock recording system

stock replenishment/reorder procedures

inter and intra store/department transfers

reporting of stock discrepancies/damage

identifying and recording stock losses

identifying and recording discrepancies

existing suppliers

quality control procedures and requirements

receipt and dispatch of goods including inspection for quality and quantity

Relevant licensing requirements for moving stock mechanically

Relevant legislation and statutory requirements

Relevant industry codes of practice

Relevant occupational health and safety legislation/regulations/codes of practice

Principles and techniques for interpersonal communication skills

Skills in:

Store stocktaking systems

Use of electronic recording equipment

Interpersonal communication skills

Time management

Negotiation skills
Report preparation and presentation
Literacy and numeracy skills in regard to:
stock control reports and documentation
processing orders
maintaining delivery and supply records
stock distribution records
maintaining stock ordering and recording systems

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

By informing staff of relevant roles and responsibilities for monitoring and ordering stock. (2)

How can **information be collected, analysed and organised**?

Monitoring stock levels and processing orders will require information to be collected, analysed and organised. (2)

How are **activities planned and organised**?

By implementing procedures for receipting, dispatching and storing goods. (2)

How can **team work** be applied?

Directing and allocating team members in particular roles and responsibilities requires team work. (2)

How can the use of **mathematical ideas and techniques** be applied?

Processing orders and maintaining stock levels requires the use of mathematical ideas and techniques. (2)

How can **problem solving skills** be applied?

Assessing stock losses and developing solutions requires problem solving skills. (2)

Context of Assessment

Assessment Process

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRR15A can be assessed with other units which make up a specific job function.

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context.

Evidence might include:

Observation of the person in the workplace

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A retail work environment

Relevant documentation, such as:

store policy and procedures for receipt and dispatch of goods

store procedures for stocktake

occupational health and safety legislation/regulations/codes of practice

industry codes of practice

legislation and statutory requirements

store merchandising and marketing policy and procedures

inter and intra store/department transfer procedures

store quality control procedures and requirements

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Consistently implements and monitors store policy/procedures regarding receipt, dispatch and secure storage of goods.

Regularly monitors staff implementation of store procedures and documentation in regard to receipt, dispatch and secure storage of goods.

Monitors stock levels, storage, movement and reorder cycles on a regular basis.

Organises and coordinates stock take, according to store policy and procedures.

Consistently raises/processes stock orders and maintains record system according to store policies and procedures.

Monitors delivery processes and distributes stock to ensure continuity of supply.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures, in regard to:

stock control

store merchandising system

current and future stock levels

bar codes

labels

price tags

store stock recording system

stock replenishment/reorder procedures

inter and intra store/department transfers

reporting of stock discrepancies/damage

identifying and recording stock losses

identifying and recording discrepancies
existing suppliers
quality control procedures and requirements
receipt and dispatch of goods including inspection for quality and quantity

Relevant licensing requirements for moving stock mechanically
Relevant legislation and statutory requirements
Relevant industry codes of practice
Relevant occupational health and safety legislation/regulations/codes of practice
Principles and techniques for interpersonal communication skills
Skills in:
Store stocktaking systems
Use of electronic recording equipment
Interpersonal communication skills
Time management
Negotiation skills
Report preparation and presentation
Literacy and numeracy skills in regard to:
stock control reports and documentation
processing orders
maintaining delivery and supply records
stock distribution records
maintaining stock ordering and recording systems

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency. Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

By informing staff of relevant roles and responsibilities for monitoring and ordering stock. (2)

How can **information be collected, analysed and organised**?

Monitoring stock levels and processing orders will require information to be collected, analysed and organised. (2)

How are **activities planned and organised**?

By implementing procedures for receipting, dispatching and storing goods. (2)

How can **team work** be applied?

Directing and allocating team members in particular roles and responsibilities requires team work. (2)

How can the use of **mathematical ideas and techniques** be applied?

Processing orders and maintaining stock levels requires the use of mathematical ideas and techniques. (2)

How can **problem solving skills** be applied?

Assessing stock losses and developing solutions requires problem solving skills. (2)

Context of Assessment

Assessment Process

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRR15A can be assessed with other units which make up a specific job function.

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context.

Evidence might include:

Observation of the person in the workplace

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A retail work environment

Relevant documentation, such as:

store policy and procedures for receipt and dispatch of goods

store procedures for stocktake

occupational health and safety legislation/regulations/codes of practice

industry codes of practice

legislation and statutory requirements

store merchandising and marketing policy and procedures

inter and intra store/department transfer procedures

store quality control procedures and requirements

Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policy and procedures in regard to:

stock control

stock control system

recording procedures

procedures for investigating discrepancies

store merchandise and marketing

pricing, labelling and packaging requirements

quality control policies and procedures

Ordering and recording systems may be:

manual

electronic

Stock transfers may involve:

inter and intra store/department

Suppliers may include:

existing contacts

new contacts

local suppliers

overseas supplies

Reporting of faults may be achieved by:

fax

telephone

email

letter

verbally

Handling techniques may vary according to:

stock characteristics

industry codes of practice

Staff rostering requirements may include:

varying levels of staff training

staffing levels

routine or busy trading conditions

full time, part time or casual staff

range of staff responsibilities

Reports for management may include:

financial reports

business documents

informal reports

stocktake reports

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policy and procedures in regard to:

- stock control

- stock control system

- recording procedures

- procedures for investigating discrepancies

- store merchandise and marketing

- pricing, labelling and packaging requirements

- quality control policies and procedures

Ordering and recording systems may be:

- manual

- electronic

Stock transfers may involve:

- inter and intra store/department

Suppliers may include:

- existing contacts

- new contacts

- local suppliers

- overseas supplies

Reporting of faults may be achieved by:

- fax

- telephone

- email

- letter

- verbally

Handling techniques may vary according to:

- stock characteristics

- industry codes of practice

Staff rostering requirements may include:

- varying levels of staff training

- staffing levels

- routine or busy trading conditions

- full time, part time or casual staff

- range of staff responsibilities

Reports for management may include:

- financial reports

- business documents

- informal reports

- stocktake reports

Unit Sector(s)

Not applicable.