

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRI5A – MAINTAIN & ORDER STOCK**

Field Of Study : **INVENTORY CONTROL**

What is this course all about?

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.

When you have finished this course you should be able to demonstrate your ability to:

Monitor receipt and dispatch of goods - WRRI5A/01

- ❑ Responsibility for receipt and dispatch of goods delegated to appropriate staff.
- ❑ Store procedures implemented in regard to receipt, dispatch and secure storage of goods.
- ❑ Staff functions observed to ensure store procedures are followed and documentation is completed correctly.
- ❑ Store procedures implemented to ensure goods inspected for quantity and quality on receipt.
- ❑ Variations to quantity and quality of delivered goods acted upon according to store policy.
- ❑ Safe handling and storage of goods supervised in line with store policy.

Maintain stock records - WRRI5A/02

- ❑ Stock levels monitored and maintained at required levels.
- ❑ Stock reorder cycles maintained, monitored and adjusted as required.
- ❑ Team members informed of their individual responsibilities in regard to recording of stock.
- ❑ Stock storage and movement records maintained in line with store policy.
- ❑ Stock discrepancies recorded and procedures followed according to store policy
- ❑ Stock performance monitored and fast/slow selling items identified and reported according to store policy

Coordinate stocktake/cyclical count - WRR15A/03

- ❑ Policies and procedures in regard to stocktaking and cyclical counts interpreted and explained to team members.
- ❑ Staff rostered according to allocated budget and time constraints
- ❑ Stocktaking tasks allocated to individual team members
- ❑ Team members provided with clear directions for the performance of each task.
- ❑ Team members allocated to ensure effective use of staff resources to complete task.
- ❑ Accurate reports on stocktake data, including discrepancies produced for management

Identify stock losses - WRR15A/04

- ❑ Losses accurately identified, recorded and assessed against potential loss forecast on a regular basis.
- ❑ Avoidable losses identified and reasons established
- ❑ Possible solutions recommended and implemented

Process order - WRR15A/05

- ❑ Orders for stock processed/raised as requested according to store policies and procedures.
- ❑ Ordering and recording system accurately maintained
- ❑ Availability of sample range ensured according to buying plan
- ❑ Pricing materials ordered as required;
- ❑ Negotiated purchase and supply agreements recorded accurately and filed for retrieval;

Follow up order - WRR15A/06

- ❑ Delivery process monitored to meet agreed deadlines.
- ❑ Routine supply problems handled or referred to management as required by store policy
- ❑ Continuous liaison with buyers, store/departments, warehouse and suppliers to ensure continuity of supply
- ❑ Stock distributed according to store/department allocation;

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Administration / Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

Competency in this unit requires evidence that, you 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

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 discrepancies
- ❑ existing suppliers
- ❑ quality control procedures and requirements
- ❑ receipt and dispatch of goods including inspection for quality and quantity
- ❑ Principles and techniques for interpersonal communication skills

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ 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

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.

