

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5125002 **-Session-** 1992-93
-Superclass- BF
-Title- HANDLING STOCK (x 1/2)

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Receiving and unpacking stock and dealing with stock discrepancies/damaged stock as well as depositing stock in the appropriate location.

OUTCOMES (Elements of Competence)

1. receive incoming stock;
2. unpack stock;
3. deal with discrepancies/damaged stock;
4. deposit stock in selection and storage location.

This unit incorporates the standards of the National Retail Training Council.

CREDIT VALUE: 0.5 NC Credit

ACCESS STATEMENT: There is no access statement for this module.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

This specification is distributed free to all approved centres. Additional copies may be purchased from SQA (Sales and Despatch section) at a cost of £1.50 (minimum order £5).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 5125002**UNIT TITLE:** HANDLING STOCK

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME (ELEMENT OF COMPETENCE)

1. RECEIVE INCOMING STOCK

PERFORMANCE CRITERIA

- (a) The correct stock is received.
- (b) Product quality is preserved and protected by using the correct handling techniques.
- (c) Items are checked for quantity and type.
- (d) Discrepancies/damaged stock is set aside for further action.
- (e) The process is carried out safely, securely, hygienically and in the optimum time.

RANGE STATEMENT

Delivery circumstances: routine deliveries; incorrect deliveries; unexpected deliveries; adverse conditions.

Goods: goods for supply to others; goods for internal use.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to receive incoming stock: this must cover two delivery circumstances and one form of goods.

Oral and/or written evidence that the candidate understands the underlying factors: delivery notes and supporting documentation; location and responsibilities of people involved in the delivery process; safe lifting and carrying techniques; types of stock which need special storage/handling arrangements; procedures for dealing with discrepancies/damaged stock; systems for dealing with incoming stock; security procedures in the stock reception area; understanding of common symbols and markings; responsibilities under the Health and Safety at Work Act; awareness of COSHH regulations.

Oral and/or written evidence to ensure coverage of full range.

OUTCOME (ELEMENT OF COMPETENCE)

2. UNPACK STOCK

PERFORMANCE CRITERIA

- (a) Stock is unpacked using the correct techniques and equipment.
- (b) All packing material is removed and disposed of promptly and correctly.
- (c) Correct lifting and carrying techniques are used.
- (d) Tools and equipment are returned to the correct location after use.
- (e) Damaged or poor quality stock is dealt with correctly.
- (f) The process is carried out safely, hygienically and in the optimum time.

RANGE STATEMENT

Goods: goods for supply to others; goods for internal use.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to unpack stock: this must cover one form of stock.

Oral and/or written evidence that the candidate understands the underlying factors: the selection, use and location of the correct tools; clothing and equipment necessary to unpack stock; safe lifting and carrying techniques; organising work to create minimum disruption; the methods of disposal of various packaging materials; the procedures to follow when handling damaged or poor quality stock; responsibilities under the Health and Safety at Work Act.

Oral and/or written evidence to ensure coverage of the full range.

OUTCOME (ELEMENT OF COMPETENCE)**3. DEAL WITH DISCREPANCIES/DAMAGED STOCK****PERFORMANCE CRITERIA**

- (a) Discrepancy/damage is accurately identified and dealt with correctly.
- (b) Relevant documentation is completed accurately and legibly.
- (c) The process is carried out safely, hygienically and in the optimum time.
- (d) Discrepancy/damage outside own responsibility is reported to the correct authority.

RANGE STATEMENT

Discrepancies: incorrect stock; incorrect quantity.

Condition of stock: damaged; undamaged.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to deal with discrepancies/damaged stock: this must cover one type of discrepancy and both conditions of stock.

Oral and/or written evidence that the candidate understands the underlying factors: recognising the symptoms of damaged or poor quality stock; completing forms/records; reporting procedures regarding damaged stock; health and safety implications of damaged stock; accepted procedures regarding re-packing stock; the relevance of "sell-by" dates; verbal reporting procedures to a higher authority; responsibilities under the Health and Safety at Work Act.

Oral and/or written evidence to ensure coverage of the full range.

OUTCOME (ELEMENT OF COMPETENCE)**4. DEPOSIT STOCK IN SELECTION AND STORAGE LOCATION****PERFORMANCE CRITERIA**

- (a) The correct stock is identified.
- (b) The correct location and storage equipment/facility is identified.
- (c) Product quality is preserved and protected by using the correct handling techniques.
- (d) Stock is rotated according to the relevant procedure.
- (e) The process is carried out safely, hygienically and in the optimum time.
- (f) The correct stock is placed in the correct location and in the amount of space required.

RANGE STATEMENT

Goods: goods for supply to others; goods for internal use.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to deposit one form of stock correctly.

Oral and/or written evidence that the candidate understands the underlying factors: the various storage equipment that is available; the importance of stock rotation; knowledge of correct storage conditions; space requirements varying according to seasonal/trading situations; responsibilities under the Health and Safety at Work Act.

Oral and/or written evidence to ensure coverage of full range.

ASSESSMENT RECORDS

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of Support Notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER 5125002

UNIT TITLE HANDLING STOCK

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 20 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This module forms part of the SVQ in Caring for Animals (level II).

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

On completing this module the candidate will be able to handle stock.

CONTENT/CONTEXT Corresponding to all outcomes.

Stock should include as wide a range of materials as possible including food, medicines, cleaning materials, equipment.

APPROACHES TO GENERATING EVIDENCE Wherever possible, evidence for this module should be based on direct observation of candidate performance in the workplace. In the first instance it would be beneficial for the candidates to work collectively and in pairs under direct guidance from the tutor/trainer who will demonstrate and supervise each stage. Candidates can then proceed to work individually, with appropriate guidance. Worksheets and realistic simulations can be used where appropriate. These can be reinforced by visits with worksheets to veterinary practices, pet stores and wholesalers.

ASSESSMENT PROCEDURES Centres may use the Instruments of Assessment which are considered by tutors/trainers to be most appropriate. Wherever possible observation of candidate performance in the workplace should provide evidence for assessment purposes.

Assessment of candidates should take place on an ongoing basis under normal working conditions and should not be confined to isolated examples of candidate performance. This should include assessment of the candidate's underpinning knowledge and understanding necessary to demonstrate competence.

Examples of Instruments of Assessment which could be used are as follows:

- (i) observation of naturally-occurring performance in the workplace (an observation checklist may be used for recording purposes).
- (ii) short answer questions (written or oral) to assess those aspects which cannot be assessed by performance alone, and to ensure coverage of full range.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised and Recommended Groupings'.

REFERENCES

1. Guidelines for Module Writers.
2. SQA's National Standards for Assessment and Verification.
3. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
4. Procedures for special needs statements are set out in SQA's guide 'Students with Special Needs'.

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