



National Unit specification: general information

Unit title: Stock Handling (SCQF level 5)

Unit code: H1SG 11

Superclass: VB

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Summary

This Unit is designed to provide candidates with knowledge and skills required to work effectively in a stock handling environment. Candidates will develop knowledge and skills in maintaining stock records, receiving and handling stock, dealing with discrepancies, damaged stock and storing stock. The Unit is appropriate for candidates who have little or no experience in stock handling and who wish to develop for a career or further study in retailing.

This is a mandatory Unit in the National Certificate in Retailing at SCQF level 5 but is also available as a freestanding Unit.

Outcomes

- 1 Explain the importance of maintaining stock records.
- 2 Describe how to receive and handle stock.
- 3 Explain procedures for storing stock.

Recommended entry

Entry is at the discretion of the centre. No prior knowledge of handling stock is required, but good communication, numeracy and ICT skills would be an advantage.

Credit points and level

1 National Unit credit at SCQF level 5: (6 SCQF credit points at SCQF level 5*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

General information (cont)

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Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

National Unit specification: statement of standards

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

Outcome 1

Explain the importance of maintaining stock records.

Performance Criteria

- (a) Explain the necessity for stock record keeping.
- (b) Identify stock record keeping systems and procedures.
- (c) Explain the use of Information Technology in maintaining stock records.

Outcome 2

Describe how to receive and handle stock.

Performance Criteria

- (a) Describe how to implement the correct checks on receipt of stock.
- (b) Describe how stock is handled safely, securely, hygienically and in a timely manner on receipt.
- (c) Describe stock discrepancies and damages.
- (d) Describe methods for reporting and dealing with discrepancies and damaged stock.

Outcome 3

Explain procedures for storing stock.

Performance Criteria

- (a) Explain the importance of identifying correct stock for storage.
- (b) Explain the importance of correct lifting and handling techniques.
- (c) Describe how stock is unpacked.
- (d) Explain the importance of the safe disposal of waste.
- (e) Describe how stock is rotated according to the relevant procedures and carried out safely, hygienically and in a timely manner.

National Unit specification: statement of standards (cont)

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Evidence Requirements for this Unit

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

Written and/or recorded oral record is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria. Assessment for all Outcomes is under open-book conditions.

Outcome 1

Written and or recorded oral evidence which demonstrates an understanding of how stock records are maintained. Candidates are required to:

- ◆ explain the importance of keeping stock records
- ◆ identify one record keeping system used to receive stock, one record keeping system used to distribute stock and one record keeping system used to manage stock levels
- ◆ explain one way in which ICT has improved stock processes

Outcome 2

Written and/or recorded oral evidence which demonstrates an understanding of the systems used in receiving and handling stock. Candidates are required to:

- ◆ describe how four different items of stock should be checked and handled safely, securely, hygienically and in a timely manner
- ◆ describe what is meant by discrepancies and damages on receipt of stock and give two examples for each of these
- ◆ describe a reporting method used to deal with a discrepancy and a reporting method used to deal with stock that is damage on receipt

Outcome 3

Written and or recorded oral evidence which demonstrates an understanding of the systems used in placing stock in the right locations'. Candidates are required to:

- ◆ explain why it is important to be able to identify the appropriate location for storing stock correctly
- ◆ explain what would happen if incorrect lifting and handling techniques were used and explain the correct processes that are involved in effective, moving, lifting and handling of stock
- ◆ describe the correct processes and techniques that should be used to unpack stock, using the correct techniques and equipment
- ◆ identify four advantages of disposing of packing waste and explain why storage areas should be kept clean and tidy at all times
- ◆ describe fully the meaning of rotating stock and what it means to do this safely, hygienically and in a timely manner

National Unit specification: support notes

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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit broadly aligns to the National Occupational Standards for stock handling. In particular this Unit deals with elements of the knowledge and skills outlined in:

- B.102 (K) Know how to check stock levels in a retail environment.
- B203 (K) Know how to check storage arrangements for goods and materials in a retail environment.
- B.247 (k) Know how to check stock levels and sort out problems in a retail environment.
- B247 (P) Check stock levels and sort out problems with stock levels.
- E.104 (K) Know how to lift and handle goods safely in a retail environment.

This Unit is aimed at candidates who have little or no experience in a stock handling environment. A stock handling environment can be best described as anywhere stock is received, handled, stored and tracked for its sale and distribution. This Unit will prepare candidates with the skills and knowledge necessary to operate effectively within a stock handling environment. The fundamentals of stock handling will be covered, with the importance of being accurate when dealing with the receipt, tracking and storage of stock.

Where possible, candidates should be able to experience a stock handling environment, and comprehend the use of computerised and manual stock handling systems at first hand. This could be achieved via work placements or a using a stock handling simulated system.

Candidates who are not in a placement/work environment will have to research different stock handling processes using such sources as the internet, journals, and through visits to different companies.

Outcome 1

Candidates should understand the reason for using JIT (Just in Time), LIFO (Last in First Out), and FILO (First in Last Out) systems, distribution and goods received notes, the reasons and purposes behind this type of record keeping and how ICT has improved stock processes.

National Unit specification: support notes (cont)

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Outcome 2

This Outcome focusses on the need to complete correct checks and the use of correct handling procedures to ensure stock quality is maintained. It also looks at the implications to health and safety if correct procedures are not followed. In this Outcome candidates should be able to identify stock shortages and damages and know how they should be dealt with and who they need to notify. This could be a supervisor or manager, and ultimately the client.

Candidates must understand the processes for rejecting unacceptable or damaged goods and should know why these goods need to be segregated and kept away from other stock. Candidates should be able to follow reporting procedures, detailing and forwarding the required information to the appropriate person(s).

Outcome 3

Candidates will explain the importance of storing stock correctly using the appropriate lifting and handling techniques. Candidates will learn about the correct techniques and equipment that should be used for unpacking and use of appropriate waste disposal methods to ensure areas are kept clean and tidy. Candidates will learn of the importance of stock rotation.

Guidance on learning and teaching approaches for this Unit

The teaching approach to this Unit should be practical and candidates should be able to have some hands on experience of handling stock wherever possible. If this is not available, simulation and visits to local businesses should be arranged to help understanding of stock handling.

Where possible Outcomes 1, 2, and 3 should be taught holistically, otherwise it is recommended that they are delivered sequentially.

Candidates should achieve an understanding of the importance of stock handling as well as a working knowledge of the principles involved when dealing with rotation, discrepancies and damaged stock and being able to maintain accurate stock records either manually or electronically.

This Unit should be delivered in a candidate centred practical manner. Evidence can be collected through visits to retail/distribution outlets and other appropriate venues where the use of stock management systems are a function. Theoretical aspects should be delivered via a mixture of tutor/trainer input, group discussions, checklists, visiting speakers, and use of the internet.

National Unit specification: support notes (cont)

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Essential Skills

By adopting the above learning and teaching approaches and/or through the Outcomes and corresponding Evidence Requirements, the Unit should provide candidates with an opportunity to develop the following essential skills for life, learning and work:

Enterprise — the entire Unit provides opportunities for experiencing the enterprise environment, entrepreneurial activities, and career development.

Employability — through developing knowledge and skills in self-management, and employer awareness.

Guidance on approaches to assessment for this Unit

Written and/or oral evidence may be generated through various types of questioning. Performance evidence could be generated through direct observation of candidates in a simulated or realistic working environment, with a checklist of the process signed by the lecturer. Written and recorded oral questioning could also be used in a simulated or realistic working environment. Any written and oral record should focus on demonstrating that candidates can read a consignment or invoice note. This can be done by direct observation using a checklist.

Candidates should recognise stock identification symbols for special handling techniques, and the internet can be used as a research tool for this information. Pictorial evidence can be used with written explanations of stock symbols and their importance. Candidates must be able to explain the health and safety risks involved in moving and handling goods, this can be achieved by setting written questions in a multiple-answer assessment.

Where describing what is meant by discrepancies and damaged stock, evidence can be collected through internet research. Candidates must know how to receive and handle stock and be able to explain the importance of ICT in handling stock.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

National Unit specification: support notes (cont)

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Opportunities for developing Core Skills

In this Unit candidates will develop knowledge of stock handling.

Candidates will:

- ◆ explain how ICT has improved stock processes
- ◆ describe the importance of maintaining stock records and storing stock
- ◆ describe correct processes and techniques that should be used to unpack stock

This means that as candidates are doing the Unit they can develop aspects of the Core Skills of *Communication*, *Numeracy* and *Information and Communication Technology (ICT)*.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date

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