FPICOT3236A: Coordinate stock control procedures

Description

This unit specifies the outcomes required to coordinate and review stock line operations, stock inventory levels, stock security, identify and rectify problems and implement ongoing solutions for smooth receipt and despatch of products.

This unit replaces FPIM4020A Implement stock control procedures

Application of Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in forest and forest products operations of all sizes. The unit applies to a forest industry environment and involves application of skills and knowledge at a tradesperson level. These skills and knowledge are to be used within the scope of the person's job and authority

Unit Sector – Common technical

Element

Performance criteria

1. Monitor stock control
   1.1 Applicable Occupational Health and Safety (OHS), legislative and organisational requirements relevant to monitoring stock control are identified and complied with
   1.2 Communication with others is established and maintained in accordance with OHS requirements
   1.3 Product group recording is delegated to the appropriate personnel
   1.4 Stock levels are monitored and maintained at optimum level in accordance with site policies and procedures
   1.5 Stock re-order cycles are monitored and adjusted to maintain consistent supply
   1.6 Management inventory reports are analysed and corrective action implemented
   1.7 Buyers are notified of stock levels in accordance with site policies and procedures and customer requirements

2. Monitor receipt and despatch of products
   2.1 Receipt and despatch of products is delegated to the appropriate personnel
   2.2 Receipt and despatch procedures including documentation processes are implemented
   2.3 Product distribution within the site is actioned in accordance with site procedures and client requirements
Stock control
Unit of Competency

2.4 Secure storage of received products and those for despatch are implemented using safe handling techniques and located in the correct location
2.5 Anomalies in quantity or quality of products are reported
2.6 Stock damage and losses are inspected, assessed and reported against loss forecasts with unacceptable cases investigated

3. Monitor and maintain site security policies
3.1 Site security procedures are monitored and feedback provided to management
3.2 Staff are advised of store security procedures in accordance with site policies and procedures
3.3 Management are advised of policy development and training requirements for site security

Key competencies

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 at this level, the candidate is required to undertake tasks effectively
Performance Level 2 at this level, the candidate is required to manage tasks
Performance Level 3 at this level, the candidate is required to use concepts for evaluating and reshaping tasks

<table>
<thead>
<tr>
<th>Key Competency</th>
<th>Example of Application</th>
<th>Performance Level</th>
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</thead>
<tbody>
<tr>
<td>Communicating ideas and information</td>
<td>By communicating in simple language to confirm work requirements, convey information and requests to colleagues, and report and record stock control outcomes</td>
<td>2</td>
</tr>
<tr>
<td>Collecting analysing and organised information</td>
<td>By collecting, organising and understanding information required to undertake the implementation of stock control procedures</td>
<td>1</td>
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<tr>
<td>Planning and organising activities</td>
<td>By organising work activities in the correct sequence for implementing stock control procedures to be completed within the designated timeframes</td>
<td>2</td>
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<tr>
<td>Working with others and in teams</td>
<td>By using effective communication and interpersonal techniques with colleagues and others to maximise confidence, satisfaction and productivity during the process of controlling stock</td>
<td>2</td>
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<tr>
<td>Using mathematical ideas and techniques</td>
<td>By calculating time to complete tasks and estimating stock requirements and reorder phases</td>
<td>2</td>
</tr>
<tr>
<td>Solving problems</td>
<td>By establishing safe and effective stock control processes which anticipate likely problems to avoid loss, damage and downtime</td>
<td>2</td>
</tr>
<tr>
<td>Using technology</td>
<td>By selecting and using computers and office equipment to assist in the implementation of stock control procedures</td>
<td>1</td>
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**Skills and Knowledge**

**Required skills include:**

- comply with legislation, regulations, standards, codes of practice and established safe practices and procedures for coordinating stock control procedures
- use and maintain relevant tools, machinery and equipment
- identify problems, environmental issues and equipment faults and demonstrate appropriate response procedures
- use appropriate communication and interpersonal techniques with colleagues and others
- accurately record and report workplace information, and maintain documentation
- efficiently and safely implement stock control procedures
- effective use of safe handling techniques
- efficient assessment of stock condition

**Required knowledge and understanding includes:**

- applicable Commonwealth, State or Territory legislative, regulatory or certification requirements and codes of practice relevant to coordinating stock control procedures
- organisational and site standards, requirements, policies and procedures for implementing stock control procedures
- principles of cultural diversity and access and equity
- environmental protection requirements, including the safe disposal of waste material
- established communication channels and protocols
- problem identification and resolution
- stock control procedures
- inventory levels and re-ordering systems
- site security policies
- storage systems and labelling
- procedures for recording, reporting and maintaining workplace records and information
- appropriate mathematical procedures for estimation and measurement

**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.
OHS requirements are to be in accordance with Commonwealth, State or Territory legislation and regulations, and organisational safety policies and procedures. Requirements may include:
- the use of personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- elimination of hazardous materials and substances
- manual handling including shifting, lifting and carrying

Legislative requirements are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may include:
- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care

**Stock control**
- may include variations in product quality, non availability of product back-up, recall of products, emergency withdrawal of products, stock clear-outs, stock records on manual or computerised systems, site policies and procedures (documented or not documented), size of site, multi-skilling of staff, loss forecasts and product range

**Communication**
- may include verbal and non-verbal language, constructive feedback, active listening, questioning to clarify and confirm understanding, use of positive, confident and cooperative language, use of language and concepts appropriate to individual social and cultural differences, control of tone of voice and body language

**Product groups**
- are the break-up of the product range into distinct common groupings which are matched to job sizing
Appropriate personnel

- may include delegated employees trained (or in training) to undertake stock control

Inventory

- generally refers to products available immediately for purchase and despatch

Cycles

- generally refer to re-order processes for renewing of stock at financially viable quantities or when products become available from the manufacturing process

Receipt and despatch

- is to include the receiving and despatching products or goods, via various forms of transportation, through an organised and documented recording and checking system
- Documentation processes
- may include receipt and despatch orders, product type, size, inspection, grading and labelling outcomes, storage locations, quality and quantity outcomes, loss, damage, hazards, incidents or equipment malfunctions
- Product distribution
- may include the movement of products or goods around a site to a designated storage location or for display purposes with minimal disruption to customer activity

Safe handling techniques

- is to include safe handling techniques as prescribed by OHS regulations for shifting loads
- may include use of fork lifts, slings, trolley jacks, gantry cranes, elevated work platforms and loaders
- assistance with lifting may include the involvement of two or more personnel to lift materials manually or to guide the movement of mechanical equipment

Damage and losses

- may include products or goods which have been damaged during transportation, distribution, accidents, staff error or lost through negligence, theft or incorrect allocation

Site security procedures

- may include site surveillance, store theft, staff theft and fraudulent credit card transactions, site security policies and procedures
Organisation requirements

May include legal, organisational and site guidelines, policies and procedures relating to own role and responsibility, quality assurance, procedural manuals, quality and continuous improvement processes and standards, OHS, emergency and evacuation, ethical standards, recording and reporting, access and equity principles and practices, equipment use, maintenance and storage, environmental management (waste disposal, recycling and re-use guidelines).

Evidence guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently coordinate stock control procedures according to organisational requirements.

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

Comply with applicable Commonwealth, State or Territory legislative and regulatory requirements and codes of practice, including OHS, environmental and organisational policies and procedures, relevant to coordinating stock control procedures.

Communicate effectively and work safely with others in the work area

Effectively coordinate stock control procedures for a work site, coordinating staff and inventory

Efficiently implement site security procedures for the control of stock

Context of and specific resources for assessment

Competency is to be assessed in the workplace or realistically simulated workplace.

Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge, other than confirmatory questions, will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian Standards requirements.

The following resources should be made available:

- workplace location or simulated workplace
- stock and equipment relevant to stock control
- specifications and work instructions.
Method of assessment

Assessment must satisfy the endorsed Assessment Guidelines of the FPI05 Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies.

Assessment methods must confirm the ability to access and correctly interpret and apply the essential underpinning knowledge.

Assessment may be applied under project-related conditions (real or simulated) and require evidence of process.

Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Assessment may be in conjunction with assessment of other units of competency. The assessment environment should not disadvantage the candidate.

Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English.

Where the participant has a disability, reasonable adjustment may be applied during assessment.

Language and literacy demands of the assessment task should not be higher than those of the work role.