

Unit Title: Understanding the control, receipt and storage of stock in a retail business
Level: 2
Credit value: 2
Guided learning hours: 17
Unit expiry date: 31.12.16

Unit purpose and aim

The purpose of this unit is to provide learners with the knowledge and understanding of stock control systems and the procedures for taking delivery of stock in retail businesses. It also covers the different methods of storing and moving stock in order to prevent damage or loss.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
1. Understand the importance of having the right stock levels	1.1 Describe the purpose of stock control 1.2 Describe the consequences of inaccurate paperwork relating to stock 1.3 Describe how stock levels are maintained and the consequences to the business of not carrying the right levels of stock	1.1 For example, this may include: <ul style="list-style-type: none"> • To keep track of stock • To record stock levels • To balance the amount of stock items held • To allocate suitable space for storage 1.2 For example, this may include: <ul style="list-style-type: none"> • Incorrect levels of stock being held • Impact on profits due to stock-outs/overstock • Impact on customer demand • Manual stock audits become complicated • Stock becomes vulnerable as it cannot be accurately tracked 1.3 For example, this may include: <p>Maintaining methods:</p> <ul style="list-style-type: none"> • Audits • Inventories • EPOS <p>Consequences:</p> <ul style="list-style-type: none"> • Overstock • Stock-outs • Damage or deterioration of stock

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Insufficient storage space • Higher security costs • Failure to meet customer demand
<p>2. Understand how goods are received on the premises of a retail business</p>	<p>2.1 Explain why it is important to know what goods are expected and when they are due to arrive</p> <p>2.2 Describe how to prepare the receiving area for goods delivery</p> <p>2.3 Explain why it is important to check the quality and quantity of the goods received</p> <p>2.4 Describe the procedures for reporting and recording:</p> <ul style="list-style-type: none"> • variations in the quantities of goods received • defects in quality, such as damage or breakages <p>2.5 State what personal protective equipment should be used within the goods delivery area</p>	<p>2.1 Candidates will need to understand the difference between '<i>what</i>' and '<i>when</i>' goods are expected. For example, this may include:</p> <ul style="list-style-type: none"> • To plan and prepare storage areas • To enable correct equipment to be available • To ensure the correct staff are available • To prepare/complete the correct paperwork/checks • To ensure the delivery is complete • To notify customers <p>2.2 For example, this may include:</p> <ul style="list-style-type: none"> • To clean and prepare the receiving area • Make sufficient space for delivery • Check handling/safety equipment • Remove potential hazards/obstructions • Accessibility <p>2.3 For example, this may include:</p> <ul style="list-style-type: none"> • To ensure stock records are accurate • To ensure stock is in saleable condition • To check for discrepancies in orders/goods received • To check pack sizes/products are correct • To complete/alter paperwork correctly <p>2.4 Candidates will be expected to know the types of issues that should be recorded, how these should be recorded and/or reported and who needs to be informed</p>

		<p>2.5 Candidates will be expected to know the types of protective equipment available in both the receiving area and the storage area</p>
<p>3. Understand how stock should be stored to prevent damage or loss</p>	<p>3.1 Describe the methods of storing stock</p> <p>3.2 Describe stock handling techniques which prevent damage and loss</p> <p>3.3 Explain why the quality of stock should be checked regularly and state the possible reasons why stock may deteriorate in storage</p> <p>3.4 Explain why stock should be stored in order of receipt and describe how this is done</p>	<p>3.1 For example, this may include:</p> <ul style="list-style-type: none"> • Location of stock • Position of items (eg heavy items) • Supportive and properly fixed racking systems • Clear labels/instructions/warning signs • Hazardous goods (eg locked cabinets) • Perishable goods (eg temperature control) • Space allocation <p>3.2 For example, this may include:</p> <ul style="list-style-type: none"> • Position of stock in storage • Equipment used • Risk assessments • Manual handling procedures • Staff training <p>3.3 For example, these may include:</p> <p>Why check:</p> <ul style="list-style-type: none"> • To ensure it is of saleable quality • To ensure sell-by dates have not expired • To check for destroy-by dates • To comply with health and safety (dangerous goods) <p>Why deteriorate:</p> <ul style="list-style-type: none"> • Position of stock in storage • Perishable goods (eg temperature control) • Stock not rotated • Poor storage conditions

		<p>3.4 For example, these may include:</p> <ul style="list-style-type: none"> • To prevent it deteriorating • To prevent loss of profit due to destruction • Ease of location • Stock rotation • First in, first out
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Assessment and evidence requirements

There are **two** assessment routes available to candidates and centres can use both routes within the Level 2 qualification. Candidates can achieve the full award/certificate via on-screen multiple-choice tests **and/or** can provide evidence of their knowledge and skills, collated in an evidence booklet or a portfolio. The evidence is internally assessed and externally moderated. Centres must select the most appropriate assessment route for the candidate.

E-assessment:

The on-screen test for this unit will be 30 minutes in length and consist of 20 questions. Results will be graded pass or fail.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

In order to deliver the on-screen test for this unit, centres will need to meet minimum hardware requirements as specified in the Surpass System Requirements. This document is available from the [e-assessment area](#) of our website.

For further information on the e-assessment route please refer to the centre handbook which is available on our [website](#).

Postal moderation:

Evidence booklets must be completed by the candidate under supervised conditions. The candidate's responses and evidence in the booklet must be internally assessed by centre staff (e.g. teachers/tutors, assessors) before being submitted to OCR for external moderation. Results will be graded pass or fail.

We have created OCR Candidate Evidence Booklets for each unit which are available to download from the qualification page of our [website](#).

Centres are permitted to devise their own evidence booklets. If they choose to devise their own evidence booklets they must, however, also use the OCR Evidence Checklists.

For further information on the postally moderated route please refer to the centre handbook which is available on our [website](#).