

Title	Fill shelves in a retail or distribution environment		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to prepare to fill, and fill shelves in a retail or distribution environment.
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Classification	Retail, Distribution, and Sales > Stock Control
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

Distribution environment refers to a workplace where the primary focus is on storage and distribution of stock.

Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.

Retail environment refers to workplaces where the primary focus is on customers purchasing goods or services.

Shelves may include but are not limited to shelves, racks, gondolas, bins, tables, risers, cabinets, chillers, refrigerators.
- 2 Legislation relevant to this unit standard includes but is not limited to: Health and Safety at Work Act 2015; and Health and Safety Regulations 1995.
- 3 Evidence is required of filling shelves on three occasions.

Outcomes and evidence requirements

Outcome 1

Prepare to fill shelves in a retail or distribution environment in accordance with organisational procedures.

Evidence requirements

- 1.1 Shelves to be filled are identified.
- 1.2 Stock requirements for shelves to be filled are established.
- 1.3 Stock for filling shelves is prepared and positioned.

Outcome 2

Fill shelves in a retail or distribution environment.

Evidence requirements

- 2.1 Shelves are filled in accordance with organisational procedures.
- Range may include but are not limited to – use of planogram, facing up of stock, placing new stock behind old stock.
- 2.2 Damaged and expired stock is identified and removed from shelf in accordance with organisational procedures.
- 2.3 Out-of-stock items are replaced in accordance with organisational procedures.
- Range replacement may include but is not limited to – 'out-of-stock' sign, similar stock, adjacent stock.
- 2.4 Disruption to customers due to filling shelves is minimised and customer access to stock is maintained.
- 2.5 Documentation associated with filling shelves is completed in accordance with organisational procedures.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 October 1997	31 December 2018
Review	2	29 July 2002	31 December 2018
Review	3	21 November 2008	31 December 2018
Review	4	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.