

Title	Demonstrate knowledge of policies and procedures to prevent process loss in a retail or distribution environment		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge, and describe the application of organisational policies and procedures for prevention of process loss in a retail or distribution environment.
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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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; manufacturer's procedures and specifications; Government and local body legislation.

Process loss refers to loss due to poorly designed and/or poorly implemented operating procedures. It may include but is not limited to – food wastage, accidental stock damage, customer returns.

Retail environment refers to workplaces where the primary focus is on customers purchasing goods or services.
- 2 Evidence of three policies and/or procedures is required for outcome 2.
- 3 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of organisational policies and procedures for prevention of process loss in a retail or distribution environment.

Evidence requirements

1.1 Policies and procedures that may contribute to the prevention of process loss are described in terms of their expected impact on process loss.

Range may include but is not limited to – codes of conduct, operating procedures, processing sales, stock control, wastage, damage, product returns, staff purchases, health and safety, emergencies.

1.2 The purpose of organisational policies and procedures for prevention of process loss are described in terms of the expected benefits to the organisation.

Range may include but is not limited to – profitability, efficiency, customer satisfaction, stock maintenance, staff retention, planning, consistency, identification of training needs, health and safety, organisational culture.

Outcome 2

Describe the application of organisational policies and procedures for prevention of process loss in a retail or distribution environment.

Evidence requirements

2.1 Application of organisational policies and procedures for prevention of process loss is described in terms of their impact on process loss.

Range may include but is not limited to – recording, access, training, monitoring, reporting, auditing, checking.

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	18 June 2009	31 December 2018
Review	2	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.