

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 describe: workplace policies and procedures for prevention of process loss; and, the application of workplace 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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Guidance Information

1 Definitions

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

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.

Workplace policies and procedures refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

- 2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

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; evidence of five policies and procedures is required.

1.2 The purpose of workplace 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; evidence of five is required.

Outcome 2

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

Performance criteria

2.1 Application of workplace 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; evidence of four is required.

Planned review date	31 December 2027
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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	31 December 2024
Review	3	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.