

Title	Use stocktake to minimise loss in a retail or distribution environment		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: use a stocktake to identify loss; and use stocktake information to minimise 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.

Fraud refers to crimes involving deceit.

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.

Theft refers to dishonestly taking someone's property.

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

Outcomes and performance criteria

Outcome 1

Use a stocktake to identify loss in a retail or distribution environment.

Range may include but is not limited to – theft, fraud, process loss.

Performance criteria

- 1.1 Types of stocktake are described in terms of how they are used to identify loss.
- Range may include but is not limited to – full, cyclical, spot check, manual, computerised.
- 1.2 Losses that can be identified in a stocktake are described in terms of the expected impact on the organisation.
- Range may include but is not limited to – over-stock, under-stock, missing, sold out, incorrect storage, incorrect price, incorrect code, incorrect description, damage, out of date, slow selling, incorrect product, incorrect quantity, incorrect supplier, out of season, on order;
evidence is required for four different losses.
- 1.3 Stocktake procedures for identifying loss are described.
- Range may include but is not limited to – observation, estimation, calculation, experience, comparison with previous stocktake, check against inventory, analysis of data in stock control system, use of computer software;
evidence is required for three different procedures.
- 1.4 Stocktake is carried out in accordance with organisational procedures.
- Range minimising errors, completeness.
- 1.5 Actual and potential losses are identified and recorded in accordance with organisational procedures.
- Range may include but is not limited to – identifying and overcoming potential problems, identifying causes of loss.

Outcome 2

Use stocktake information to minimise loss in a retail or distribution environment.

Range may include but is not limited to – theft, fraud, process loss.

Performance criteria

- 2.1 Stocktake report is prepared in accordance with organisational procedures.
- 2.2 Causes, effects and implications of losses are recorded in the stocktake report in accordance with organisational procedures.
- Range accuracy, completeness, validity, format.

- 2.3 Recommendations for minimising identified losses are included in the stocktake report in accordance with organisational procedures.

Range may include but is not limited to – identify problem areas, redo stocktake, improve stocktake procedures, trace losses, solve variances, revise or update systems and procedures, revise or update stock control system, train staff, monitor loss situations.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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	31 December 2024

Consent and Moderation Requirements (CMR) reference

0225

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.