

<b>Title</b>	<b>Co-ordinate the replenishing of perishable grocery items in a grocery outlet</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who are working as grocery assistants in a grocery outlet.</p> <p>People credited with this unit standard are able to demonstrate knowledge of stock management operations for perishable grocery items, and co-ordinate the replenishing of perishable grocery items in a grocery outlet.</p>
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definitions  
*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.  
*Perishable grocery items* – items sold in the bakery, delicatessen, produce, meat or seafood sections of a grocery outlet.
- 2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

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### Outcomes and evidence requirements

#### Outcome 1

Demonstrate knowledge of stock management operations for perishable grocery items.

**Evidence requirements**

- 1.1 Types of non-standard perishable grocery items are described in terms of their location and presentation requirements in accordance with organisational procedures.
- Range evidence is required for five different non-standard perishable grocery items sold in the candidate's grocery outlet.
- 1.2 Types of product substitutes available to replace standard perishable grocery items are identified and described in terms of their availability and location in accordance with organisational procedures.
- Range evidence is required for three different product substitutes.
- 1.3 Process for identifying and actioning 'best before' and 'use by' dates on perishable grocery items is described in accordance with food safety requirements and organisational procedures.
- 1.4 Process for ticketing perishable grocery items to reflect specials and promotions is described in accordance with organisational procedures.
- 1.5 Process for ordering stock is described in terms of organisational procedures.

**Outcome 2**

Co-ordinate the replenishing of perishable grocery items in a grocery outlet.

**Evidence requirements**

- 2.1 Stock levels are checked and any damaged or expired stock is credited or written off in accordance with organisational procedures.
- 2.2 Display counters are checked and food temperature checks are carried out in accordance with legislative requirements and organisational procedures.
- 2.3 Perishable grocery items are prepared for sale in accordance with organisational procedures.
- Range preparation may include but is not limited to – basic filleting, basic cutting, packaging and/or wrapping, labelling, individual customer orders.
- 2.4 Perishable grocery items are ticketed to reflect specials, promotions, and mark-downs in accordance with organisational procedures.
- 2.5 Shelf and/or display counter presentation is checked to ensure presentation requirements are maintained in accordance with organisational procedures.
- 2.6 Cleaning checks are carried out to ensure food safety requirements are met in accordance with organisational procedures.

- 2.7 Food preparation equipment is operated safely in accordance with organisational procedures.
- 2.8 Replenishing of perishable grocery items is co-ordinated to ensure productivity targets are met in accordance with organisational procedures.
- 2.9 Customer enquiries are actioned in accordance with organisational procedures.
- Range customer enquiries may include but are not limited to – wine and food matching, taking specialist orders, cooking and preparation times.
- 2.10 Any product recalls are actioned in accordance with organisational procedures.
- 2.11 Any customer complaints related to the purchase of perishable grocery items are actioned in accordance with organisational requirements.

<b>Planned review date</b>	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 December 2013	N/A
Republished	1	19 March 2015	N/A
Review	2	8 December 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.