

<b>Title</b>	<b>Manage a produce department in a grocery outlet</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for experienced people who are working as produce assistants or supervisors in a grocery outlet.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of calculating profit for a produce department; maintain produce department plant and equipment; manage produce department staff rosters; and manage a produce department, 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
 

*Manage a produce department* – relates to the back of house functions carried out in a grocery outlet which includes receiving produce, unpacking produce, storing produce, managing produce staff, and pricing and promoting the 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.

*Plant and equipment* may include but is not limited to – slicers, knives, palletisers, forklifts, cardboard crushers, wrapping machines.
- 2 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 2014, Food Hygiene Regulations 1974, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Weights and Measures Act 1987.
- 3 This unit standard may be assessed against in a grocery outlet when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a grocery outlet.

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### Outcomes and evidence requirements

#### Outcome 1

Demonstrate knowledge of calculating profit for a produce department in a grocery outlet.

**Evidence requirements**

- 1.1 The process for analysing produce items to determine profitability and gross profit is described in terms of organisational procedures.
- Range evidence is required for five different produce items sold in the candidate's grocery outlet.
- 1.2 Techniques used to maximise profit on produce items are identified and described in terms of their effect on determining gross profit.
- Range evidence is required for five different examples from the candidate's workplace.
- 1.3 The impact of specials and promotions in the produce department is explained in terms of the effect on gross profit.
- 1.4 The process for identifying loss leaders is explained in terms of organisational procedures.
- 1.5 The impact of sales turnover, units sold, market share and wastage in the produce department is identified and described in terms of the contribution to gross profit.

**Outcome 2**

Maintain produce department plant and equipment in a grocery outlet in accordance with organisational procedures.

**Evidence requirements**

- 2.1 The wearing of personal protective equipment by staff is supervised and maintained.
- 2.2 The safe use of knives by staff when trimming produce is supervised and maintained.
- 2.3 The maintenance of the cleanliness of the produce department by staff is supervised.
- 2.4 The safe use and maintenance of plant and equipment by staff is supervised.
- 2.5 The maintenance of produce cabinets and chillers by staff is supervised.
- 2.6 Empty produce crates are signed-off and their return is monitored.
- 2.7 Levels of packaging materials are monitored and maintained.

**Outcome 3**

Manage produce department staff rosters in a grocery outlet.

**Evidence requirements**

- 3.1 Staff rosters are developed and maintained to manage peak flow times, seasonal flow times and public holidays in accordance with organisational procedures.
- 3.2 Staff rosters are evaluated to determine whether costs, rates of pay and employment hours meet budgetary requirements.
- 3.3 Any variances in costs, rates of pay or staff coverage are reported in accordance with organisational procedures.

**Outcome 4**

Manage a produce department in a grocery outlet.

**Evidence requirements**

- 4.1 Presentation and layout of the produce is determined to ensure maximum merchandising appeal to the customer.
- 4.2 Stock holding levels are determined to ensure adequate produce is available to meet estimated daily turnover in the produce department.
- 4.3 Stock tickets and promotions are established for produce items in accordance with organisational procedures.
- 4.4 Any value-added products or customer orders are prepared in accordance with organisational procedures.
- 4.5 Produce items are unpacked, where required, in accordance with organisational procedures.
- 4.6 Communication with customers and staff is maintained to ensure customer and staff requirements are met in accordance with organisational procedures.
- 4.7 Stock is receipted and checked for quality in accordance with organisational procedures.
- 4.8 Wastage of produce and/or packaging materials is monitored and reported in accordance with organisational procedures.
- 4.9 Recycling procedures are complied with in accordance with organisational procedures.
- 4.10 Any internal purchasing requirements are actioned in accordance with organisational procedures.

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<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	24 October 2014	N/A
Review	2	8 December 2016	N/A

**Consent and Moderation Requirements (CMR) reference**

0225

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, or an inter-institutional body with delegated authority for quality assurance, 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.