

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**STORE KEEPER**

**KNQF LEVEL 4**

**OS ISCED CODE: 0413 354 A**

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# **FOREWORD**

Technical and Vocational Education and Training (TVET) is a priority sector in Kenya supporting the achievement of an educated, competent and competitive nation not only on a regional scale, but globally. Quality TVET, which is relevant, accessible and labour market oriented, creates welfare, employment opportunities, enhances labour productivity and improves the daily lives of all Kenyans. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals.

The Government of Kenya, in its commitment to transforming education, training and research, has instituted a number of measures based on findings of various commissions and task forces. One of the measures was the formulation of the Policy Reforming Education and Training for Sustainable Development in Kenya (Sessional Paper No. 1 of 2019). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET Programmes.

TVET-industry linkages required to support the CBET Programmes were found to be weak in a study conducted on the status of implementation of Competency Based Education and Training (TVETA, 2021). The Kenya Youth Development Policy (2019) notes that the weak linkage between education and training and the labour market makes it difficult for the youth to transition into the labour market.

This requires that that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that National Polytechnics developed these Occupational Standards with the involvement of the industry for the purpose of developing a competency-based curriculum for procurement management**.** These Occupational Standards will also be the basis for assessment of an individual for competence certification.

These Occupational Standards will play a great role towards development of competent human resource for the Procurement sector’s growth and development.

**PREFACE**

Kenya Vision 2030 aims to transform the country into a newly industrializing, middle-income country providing high quality life to all its citizens by the year 2030. Kenya intends to create a globally competitive and adaptive human resource base to meet requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and worker behavior necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasized the need toreform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

This Occupational Standard has been developed in adherence to the Kenya National Qualification Framework and CBETA standards and guidelines. The Occupational Standard is designed and organized into Units of competencies with performance criteria; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The Occupational Standards is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council Members, Council Secretariat, TVET trainers, NSSC, expert workers and all those who participated in the development of this Occupational Standards.

# **ACKNOWLEDGEMENT**

In developing this occupational standard, significant involvement and support was received from various organizations. We would like to thank the representatives from the human resource trades who provided technical assistance in the identification of the duties and tasks for the human resource officer and to thank the individual committee members who translated this information into a working document.

This occupational standard contains the occupational profile, list of duties, and the knowledge, skills and behaviors needed for someone to be competent in the occupation’s duties.

Special thanks to the Board of Directors and management of TVETA, KNQA, and CDACC for supporting the process of developing this occupational standard.

The National Polytechnics recognize with appreciation the role of Kenya Institute of Supplies Management in ensuring that competencies required by the industry are part of this occupational standard.

We also acknowledge any other institution or persons who in one way or another contributed to the success of development of this standard.

**ACRONYMS**

|  |  |
| --- | --- |
| CBET | Competency Based Education and Training |
| TVET | Technical and Vocational Education and Training |
| IAS | International Accounting Standards |
| LPO | Local Purchase Order |
| RFP | Request for Proposal |

# KEY TO UNIT CODE



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# **OCCUPATIONAL STANDARDS COURSE OVERVIEW**

Storekeeper Occupational Standard level 4 consists of competencies that an individual must achieve to manage an organization’s procurement function. It entails; receiving delivered goods, classifying and coding procured goods, managing storage of goods, and preserving stored goods, issuing and dispatching goods and managing stores safety and security.

The qualification consists of the following competencies.

# **SUMMARY OF UNITS OF COMPETENCIES**

|  |  |
| --- | --- |
| **UNIT CODE** | **UNIT TITLE** |
| 0416 354 19A | Receive Delivered goods |
| 0416 354 20A | Classify and Codify procured goods |
| 0416 354 21A | Manage Storage of goods |
| 0721 354 22A | Preserve Stored Goods |
| 0416 354 23A | Issue and Dispatch Goods |
| 0416 354 24A | Manage Stores Safety and Security |

# **CORE UNITS OF COMPETENCY**

**RECEIVE DELIVERED GOODS**

**UNIT CODE: 0416 354 19A**

**Unit Description**

This unit specifies the competencies required to receive delivered goods. It involvesplanning to receive goods, receiving delivered inbound goods, inspecting, accepting, or rejecting received goods or deliveries, processing the relevant documents, and applying workplace essential skills

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up  workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Plan to receive goods | 1.1 Availability of relevant ***documentation*** is confirmed  1.2 ***Resources and facilities*** for receiving goods are identified based on the nature of the goods to be received  1.3 Resources and facilities are assembled for receiving of goods.  1.4 Goods are received/rejected in the store based on the relevant documentation. |
| 1. Receive delivered inbound goods | * 1. Delivered materials are unloaded and unpacked based on their nature   2. The goods are compared based on their specification   3. Received goods are physically counted based on quantities   4. Notification of the discrepancy is noted   5. Receiving report is prepared based on the findings during the receiving process. |
| 1. Inspect received goods | * 1. Goods are inspected based on the methods of inspection agreed upon   2. Inspection is conducted based on appropriate documents as per SOPs   3. Discrepancies in the inspection of goods are noted if any   4. Inspection report is prepared based on the goods inspection process as per the SOPs |
| 1. Accept or reject deliveries | * 1. Goods that have met set requirements according to the purchase contract are accepted as per the SOPs   2. Goods that do not meet the set requirement as per the purchase contract are rejected as per the SOPs   3. The reasons for rejection of goods are noted   4. Reasons for rejection of goods and expected actions are communicated to the supplier according to the purchase contract as per the SOPs   5. Accepted goods are integrated into the store system   6. Acceptance and/or rejection report(s) is prepared |
| 1. Process the relevant documents | * 1. ***Delivery documents*** are processed as per the SOPs   2. ***Goods rejection documents*** are prepared (rejection notes, damaged goods notes   3. Goods received notes are prepared   4. Stores documents are updated (stores ledgers, bin cards)   5. Authority is sought form relevant sections to forward the documents for payments as per SOPs   6. Copies of the documents are maintained on files as the originals are forwarded for payments |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Documentation may include but not limited to: | * Procurement plan, * Purchase orders * Delivery schedules * Waybills * Packing lists |
| 1. Resources and facilities may include but not limited to: | * Manpower, * Equipment, * Store room |
| 1. Goods rejection documents may include but not limited to: | * Rejection notes * Damaged goods notes |
| 1. Delivery documents may include but not limited to | * Delivery notes * Waybills * Goods receipt * Invoice * Duplicated LSO or LPO |
| 1. Written communication may include but not limited to | * Memos * Letters * Notices * SMS |
| 1. Non-verbal strategies may include and not limited to | * Posture * Gestures * Eye contact * Facial expressions * Dressing/Grooming |
| 1. Oral communication pathways may include and not limited to | * Telephone calls * Face-to-face * Meetings * Interviews |
| 1. Group communication strategies may include but not limited to: | * Body language * Active listening * Concise language |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

Required Skills

**The individual needs to demonstrate the following skills:**

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Usage of procurement plan
* Dealing with the vendors
* Standard procurement documents
* Goods inspection
* Receiving of goods
* Taking-charge of goods
* Handling of goods
* Handling delivery documents
* Occupational health and safety
* Active listening
* Interpretation
* Negotiation
* Writing
* Decision making
* Problem solving skills
* Team work
* Responsibility skills
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Creative/innovative thinking
* Adaptability

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated understanding of different documents as per the organizations’ policies   2. Demonstrate understanding of the various documents used in the receipt of goods as per the organizations’ policies   3. Demonstrated ability to assemble necessary facilities for receiving as per the organizations’ policies   4. Unloaded and unpacked delivered goods appropriately as per the organizations’ policies   5. Prepared goods receipt report correctly as per the organizations’ policies   6. Inspected received goods based on a specified method as per the organizations’ policies   7. Prepared receive goods inspection report correctly as per the organizations’ policies   8. Accepted or rejected delivered goods appropriately as per the organizations’ policies   9. Demonstrated an ability to process goods delivery documents as per the organizations’ policies   10. Prepared goods rejection documents as per the organizations’ policies   11. Updated stores documents accurately as per the organizations’ policies   12. Sought relevant authority in the documentation process as per the organizations’ policies   13. Effected written communication based on workplace requirements as per the organizations’ policies   14. Exercised non-verbal communication as per workplace requirements as per the organizations’ policies   15. Executed group discussion strategies as per workplace policy. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Interview   5. Observation   6. Third party reports |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**CLASSIFY AND CODIFY PROCURED GOODS**

**UNIT CODE: 0416 354 20A**

**Unit Description**

This unit specifies the competencies required to identify and codify goods. It involvescategorizing items for coding, identifying of relevant codes for goods, assigning codes on goods and stocking of coded goods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Categorize items for coding | * 1. Items/goods are identified based on the organizations’ requirements   2. ***Classification methods*** are identified according to organizational and the SOPs governing regulations   3. Items/goods are classified based on their nature and as per the SOPs |
| 1. Identify relevant codes for goods | * 1. ***Coding systems*** are identified   2. Considerations are made to select appropriate coding system   3. The relevant coding systems are identified   4. Arrangements are made to implement the coding system as per workplace procedures |
| 1. Assign codes on goods | * 1. Items to be assigned codes are identified   2. Categorize the goods/items to be assigned codes   3. Apply the coding system on the goods/items based on the identified coding system and the SOPs   4. The coding applied on the goods/items is validated as per the work place procedures |
| 1. Stock coded goods | * 1. Coded items/goods are prepared for stocking as per the organizational SOPs   2. Coded items/goods for stocking are sorted based on their classification   3. Coded items/goods are moved to the respective stocking areas as per the workplace procedures   4. The coded items are stocked and integrated appropriately in the stock system as per the organizations’ SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Classification methods may include but not limited to: | * Raw materials * Work- in –Progress * Consumables * Materials for Repairs and Operations (MROs) * Finished goods * Scrap |
| 1. Coding systemsmay include but not limited to: | * Numerical * Alphabetical * Alphanumerical * Decimal * Color coding * Bar coding * Quick response coding (QR Code) |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Record keeping skills
* Critical thinking skills
* Risk assessment and managementskills
* Entrepreneurship skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of**:**

* Receiving goods
* Classification of goods
* Coding systems
* Storage equipment
* Storage conditions for various goods
* Stores handling methods
* Risk assessment and management
* Control of storage pests
* Stores records management
* Security surveillance systems
* Stock taking
* Stock verification
* Stock utilization
* Stock control
* Stores security
* Stacking methods
* Storage methods

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range

|  |  |  |
| --- | --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Displayed ability to categorize items in the store as per the organizations’ policies   2. Demonstrated an understanding of the coding methods as per organizations’ SOPs   3. Exhibited ability to make the different types of codes as per work procedures   4. Displayed ability to assign the codes appropriately as per the organizational SOPs   5. Demonstrated ability to integrate the coded items into the stores system as per the organizations’ requirements | |
| 1. Resource Implications | | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | | Competency may be assessed through:   * 1. Written test   2. Observation   3. Practical   4. Oral questioning   5. Interview   6. Third party reports |
| 1. Context of Assessment | | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE STORAGE OF GOODS**

**UNIT CODE: 0416 354 21A**

**Unit Description**

This unit specifies the competencies required to manage storage of goods. It involves maintaining stock layout, maintaining quality of goods, maintaining optimum stock levels, securing stored goods and maintaining records of stored goods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the requirement level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Maintain stores layout | * 1. The store ***layout*** is identified as per the SOPs and relevant regulations   2. The most suitable store layout is selected as per workplace procedures   3. The store layout is designed as per the SOPs   4. Store layout is assembled   5. Location of various goods is appropriately assigned as per SOPs   6. Stores layout is maintained according to the workplace procedures   7. Goods are classified based on their storage requirements.   8. Goods are arranged in the store based on their categorization.   9. Stores cleanliness and tidiness are maintained in accordance with workplace policy   10. Stores layout to adhere to occupational health and safety standards |
| 1. Maintain quality of goods | * 1. Quality specifications are identified as per the industry standards and SOPs   2. The most appropriate quality specification methods are selected as per industry standards and SOPs   3. ***Quality standards*** to be observed are prepared as per work place set standards and relevant legislation   4. Quality standards are monitored and reviewed as per workplace procedures |
| 1. Maintain optimum stock levels | * 1. ***Levels of stock*** are identified according to the workplace procedures   2. Appropriate stock levels are set based on stock turnover   3. Levels of stock are implemented based on workplace procedures   4. Levels of stock are maintained as per the workplace procedures and SOPs   5. Stock levels are ***monitored*** according to the workplace procedures.   6. Stock levels are reviewed based on usage patterns |
| 1. Secure stored goods | * 1. Wide range of ***risks*** that can be encountered in the stores are identified   2. Different ***measures*** against the different risks are considered   3. Appropriate measure to mitigate against different risks are selected   4. The selected measures to mitigate risks in stores are implemented as per SOPs   5. Risk mitigation measures are monitor and reviewed   6. Perpetual stock taking, checking and audits to identify risk areas are undertaken as per SOPs |
| 1. Maintain records of stored goods | * 1. ***Records*** to be maintained are identified   2. Inventory records are initiated   3. Stores Inventory records are updated   4. Keep track of movement of inventory records   5. Ensure security of the stores records |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Layout may include but not limited to: | * Random system * Fixed systems |
| 1. Quality standards may include but not limited to: | * Performance specification * Conformance specification |
| 1. Stock Levels may include but not limited to: | * Maximum level * Minimum level * Re-order level * Buffer levels |
| 1. Monitoring may include but not limited to: | * Perpetual stock taking * Annual stock taking * Spot check |
| 1. Risks may include but not limited to: | * Fire * Thefts * Obsolescence * Pilferage * Lack professional indemnity |
| 1. Measures may include but not limited to: | * Professional indemnity * Insurance * Security and surveillance systems * Regular stock checks * Safety measures |
| 1. Records may include but not limited to: | * Inventory registers * Bin cards * Stock ledgers * Stock movement registers * Computer stores packages * Stores requisitions |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills**:**

* Organizing skills
* Analytical skills
* Decision making skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving skills
* Critical thinking skills
* Risk assessment and management skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Stock tracking systems,
* Fleet management
* Distribution channels
* Distribution documents
* Staff supervision
* Types of goods
* Prospecting for customers
* Risk assessment and management
* Stock handling equipment’s
* Types of store standards and specifications

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated understanding of various stores layouts as per organization set standards   2. Displayed ability to categories different stock items as per organization set standards   3. Exhibited ability to differentiate the types of quality specifications as per organization set standards   4. Demonstrated knowledge and understanding of the different levels of stocks as per organization set standards   5. Displayed ability to understand risks associated with stores as per workplace regulation   6. Demonstrated knowledge of stores risks mitigation measures as per organizational set standards and appropriate legislation   7. Displayed ability to generate and maintain stores records as per SOPs and workplace regulation   8. Displayed ability to secure store records as per organization set standards |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Observation   3. Oral questioning   4. Practical   5. Interview   6. Third party reports |
| 1. Context of   Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

**PRESERVE STORED GOODS**

**UNIT CODE: 0721 354 22A**

**Unit Description**

This unit specifies the competencies required to preserve stored goods. It involves identifying methods of preservation, selecting the most appropriate preservation methods, implementing the preservation methods of goods, monitoring condition of stored goods and reviewing the goods preservation process/methods.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify methods of preservation | * 1. ***Methods of preservation*** of stored goods are identified based on the nature of goods   2. **Storage *condition*** are determined based on the nature of goods   3. Appropriate storage and preservation method is selected based on the nature of the goods   4. Goods to be preserved are Identified according to organizations SOPs   5. Goods are prepared for preservation according to SOPs and appropriate storage conditions as per work place procedures   6. The preservation methods are implemented as per set standards and workplace regulations   7. Preservation methods are **m*onitored*** and reviewed as per work place procedures |
| 1. Select the most appropriate preservation methods | * 1. Items to be preserved are identified as per the organizations SOPs   2. The different types of preservation methods are assessed as per work place procedures   3. Most appropriate preservation method is selected as per work place procedures   4. Justification of choice of preservation methods is given as per work place procedures   5. Preservation method is implemented according to organizations’ SOPs |
| 1. Implement the preservation methods of goods | * 1. Goods to be preserved are identified as per work place procedures   2. Most suitable method of preservation is selected as per work place procedures   3. Goods preservation method is administered on selected goods according to organizations SOPs |
| 1. Monitor condition of stored goods | * 1. Identify monitoring methods/tools/equipment as per work place procedures   2. Select the method/tool/equipment for monitoring the preserved goods as per work place procedures   3. Identify the preserved goods to be monitored as per work place procedures   4. The monitoring method/tool/equipment is applied on the selected preserved goods as per work place procedures   5. Results obtained from the monitoring process are documented and implemented as per work place procedures |
| 1. Review the goods preservation process/method | * 1. Identify goods preservation processes/method for review as per work place procedures   2. Goods preservation processes/method for review is selected as per work place procedures   3. Goods preservation process/method is assessed for appropriateness as per set standards   4. Changes are affected on goods preservation processes/method where appropriate as per SOPs and legislation   5. Goods preservation process/method is implemented as per SOPs   6. Goods preservation process/method is monitored as per the nature of goods preserved |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Methods of preservation may include but not limited to: | * Refrigeration * Fermentation * Drying * Pasteurization * Freezing * Packaging |
| 1. Storage condition may include but not limited to: | * Humid * Cold * Normal room temperature * Dark * Dry |
| 1. Monitored may include but not limited to: | * Routine monitoring * Regularly * Interval * Spot checks |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Contract performance measurement skills
* Communication skills
* Interpersonal skills
* Negotiation skills
* Analytical skills
* Risk assessment skills
* Evaluation skills
* Innovation skills
* Public relations skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Preservation risk management
* Preservation process monitoring
* Quality management
* Performance management
* Customer relationships
* Contract implementation
* Negotiation management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated an understanding of the various methods of preservation as per work place procedures   2. Categorized the goods based on their nature as per work place procedures   3. Identified the different preservation equipment as per work place procedures   4. Demonstrated an understanding of the uses of the various preservation equipment as per work place procedures   5. Demonstrate an ability to monitor the goods preservation methods as per work place procedures |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Observation   5. Interview   6. Third party reports |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**ISSUE AND DISPATCH GOODS**

**UNIT CODE: 0416 354 23A**

**Unit Description**

This unit specifies the competencies required to issue and dispatch goods. It involves receiving requisitions for stored goods, preparing to issue requested goods, identifying, and picking the goods from the stores, arranging/packaging requested goods for issue, dispatching issued goods from the store and updating store records.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Receive requisitions for stored goods | * 1. Relevant issue requisition documents are received as per workplace procedures   2. Stores ***requisition details*** are authenticated as per SOPs   3. Stores specifications are verified as per stores vocabulary   4. Availability of materials in store is confirmed as per organization’ SOPs   5. The users account/vote on procurement plan is confirmed as per organizations’ SOPs |
| 1. Prepare to issue requested goods | * 1. Relevant authority for issuing goods is obtained as per workplace procedures   2. ***Methods for issuing goods*** are identified as per organizations SOPs   3. ***Order picking method*** is considered as per workplace regulations   4. The ***resources and facilities*** for issuing goods are assembled as per industry standards   5. Issue schedule is agreed upon as per organizations SOPs |
| 1. Identify and pick the goods from the stores | * 1. A list for the goods to be picked is prepared as per workplace procedures   2. The goods are arranged in the list in a logical order for order picking as per workplace procedures   3. The goods/items are picked from the storage system as per workplace procedures   4. The picked goods/items are verified against the customer’s/users requisition order organizations ‘SOPs   5. Items are placed in trolley equipment for movement to issuing bay as per workplace procedures |
| 1. Arrange/ package requested goods for issue | * 1. The picked goods/items are sorted according to requisitions.   2. The goods/items are checked for quality and specifications organizations ‘SOPs   3. The goods/items are packaged according to their nature   4. the goods/items are verified as per the stores issue requisition from the customer/user |
| 1. Dispatch issued goods from the store | * 1. Goods/items are removed from the stores system as per work place procedures   2. Issuing schedules are adhered to as per set procedures   3. Stores are issued for internal use as per appropriate procedures   4. The goods are dispatched to other organization/branches as per set procedures |
| 1. Update stores records | * 1. Entries are made on bin cards as per workplace procedure   2. Stores records are updated according to organizations’ SOPs   3. Stores are accounted for according to organizations ‘SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Requisition details may include but not limited to: | * Authority * Quality * Quantity * Description * Date * Requesting department |
| 1. Methods for issuing goods may include but not limited to: | * Imprest * Loan * Replacement * Issue on request * issue per schedule |
| 1. Order picking method may include but not limited to: | * Discrete picking * Zone picking * Batch picking * Cluster picking * Wave picking * Robot order picking |
| 1. Resources, equipment and facilities may include but not limited to: | * Operators * Ladders * Forklifts * Trolleys * Baskets * Trackers * Conveyor belts * Containers * Vehicles |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Computer literacy
* Communication skills
* Evaluation skills
* Problem solving skills
* Critical and creative thinking
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Order picking methods
* Order issuing methods
* Stores issuing equipment
* Requisition order processing
* Stores Issue documents

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
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| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated knowledge of issuing procedure organizations ‘SOPs   2. Exhibited an understanding of order picking methods as per workplace procedures   3. Displayed stores issuing computer literacy skills organizations ‘SOPs   4. Displayed knowledge of the resources, equipment and facilities for issuing and dispatching stocks organizations ‘SOPs |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Observation   4. Practical   5. Interview   6. Third party reports |
| 1. Context of   Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance Information for Assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE STORES SAFETY AND SECURITY**

**UNIT CODE: 0416 354 24A**

**Unit Description**

This unit specifies the competencies required to manage stores safety and security. It involves maintaining proper hygiene of stores, observing good housekeeping practices, preparing fire and safety emergency plan, ensuring compliance with the legal requirements and workplace safety, securing entry and exit points and ensuring proper custody of store keys and security equipment.

**ELEMENTS AND PERFORMANCE CRITERIA**

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| **Element**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms* *are elaborated in the Range*** |
| 1. Maintain proper hygiene of stores | * 1. Provision of adequate ***washrooms*** as per relevant legislation   2. Wholesome drinking water is provided as per legislation   3. Aeration and ventilation of store area is maintained SOPs   4. ***Pest control*** is done regularly as per workplace procedures   5. Dust and dirt are removed as per workplace procedures   6. Provision of adequate light as per SOPs |
| 1. Observe good housekeeping practices | * 1. Adequate gangways are provided as per relevant legislation   2. ***Material handling tools and equipment*** are properly maintained as per SOPs and workplace procedures   3. ***Waste disposal*** is regularly as per workplace procedures and relevant legislation   4. Employees are provided with lockers as per workplace procedures and relevant legislation   5. Spillage in the store area is controlled as per workplace procedures and SOPs   6. Ensure clear aisle are maintained as per the set standards |
| 1. Prepare fire and safety emergency plan | * 1. Fire detection and warning system are installed as per SOPs   2. Emergency lighting is installed as per relevant legislation and workplace procedures   3. ***Fire-fighting facilities and equipment*** are identified and installed as legislation and workplace procedures   4. Emergency routes and exits are created and marked according to relevant legislation and SOPs   5. ***Fire safety signage and notices*** are posted as per relevant legislation and organizational procedures |
| 1. Ensure compliance with legal requirements and workplace safety | * 1. Store area is registered as per relevant legislation   2. Relevant notices like OSHA Abstract are displayed as per legislation   3. ***Safety and health risk*** assessments are carried out at the store as per regulatory stakeholders’ requirements   4. Store workers are informed about ***safety and health issues*** as per relevant legislation   5. Provide appropriate ***safety and health training*** as per legislation   6. First Aid Boxes in the store area are provided according to First-Aid Rules and Regulations   7. ***Personal protective equipment and clothing*** are provided to store workers according to workplace procedures and relevant legislation |
| 1. Secure entry and exit points | * 1. Anti-theft locks are installed as per SOPs   2. ***Surveillance equipment*** are installed as per workplace procedures and SOPs   3. Bar coding system is implemented as per workplace procedures   4. ***Burglar proofing*** is fitted as per workplace procedures   5. Manning of exits and entry points is reinforced as workplace procedures   6. Access to the store is restricted to authorized personnel |
| 1. Ensure proper custody of store keys and security equipment | * 1. Account and take inventory for store keys and security equipment is undertaken as per SOPs   2. Central location for key custody is identified and used as per workplace procedures   3. Keys movement register is maintained as per workplace procedures   4. Double responsibilities for locking is implemented as workplace procedures and SOPs   5. Keys lost/misplaced should be reported immediately and locks changed as per SOPs |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

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| **Variables** | **Range** |
| 1. Washrooms may include but not limited to: | * Gents * Ladies * Third gender * Challenged persons |
| 1. Pest control may include but not limited to: | * Fumigation * Hygienic * Biological * Chemical * Physical * Heat treatment |
| 1. Material handling tools and equipment may include but not limited to: | * Lifts * Forklift * Hoists * Cranes * Tractors * Conveyers * Pallets |
| 1. Waste disposal methods may include but not limited to: | * Landfills * Source reduction and re-use * Incineration/burning * Land application * Fermentation |
| 1. Firefighting facilities may include but not limited to: | * Extinguisher * G-force Nozzle * Fire hoses * Handling nozzle * Thermal imaging * Rescue and Haz-mat * Water springers * PPVs * Smoke detector |
| 1. Fire safety signage and notices may include but not limited to: | * Assembly points * Fire exists * Entry point * Water points * Fire evacuation plan |
| 1. Safety and health risks may include but not limited to: | * Fire * Pests * Dampness * Leakages * Electrical risks * Contamination * Spillage |
| 1. Safety and health issues may include but not limited to: | * HIV and AIDS * Drugs and substance abuse * Stress * Depression * Obesity * Healthy living * Smoking * Fire safety |
| 1. Health and safety training may include but not limited to: | * Fire drills * First Aid * Evacuation drills * Handwashing * Provision of training and refresher courses |
| 1. Personal protective equipment and clothing may include but not limited to: | * Gloves * Dust coat * Goggles * Gumboots * Overall * Safety boots * Dust masks * Helmets * Hard caps |
| 1. Surveillance equipment may include but not limited to: | * Audio * Visual * Signal tracking * Computer Surveillance * Signal interception |
| 1. Burglar proofing may include but not limited to: | * Smart locks * Security surveillance * Sensors * Bars * Thorny shrubbery * Flood lights/motion lights * Alarm systems |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Decision making skills
* Problem solving skill
* Critical and creative thinking
* Risk assessment and management skills
* Basic technical skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Stores hygiene
* Housekeeping practices
* Fire and emergency plans
* Compliance with legal requirement
* Securing entry and exist points
* Custody of store keys
* Security equipment
* Material handling tools and equipment

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Demonstrated ability to maintain appropriate stores hygiene as per the organizations’ policies   2. Exhibited an understanding of housekeeping practices as per the organizations’ policies   3. Displayed an understanding of fire safety and emergency plans as per the organizations’ policies   4. Displayed knowledge of compliance with legal requirements as per the organizations’ policies   5. Demonstrated knowledge and understanding of securing store entry and exist points as per the organizations’ policies   6. Displayed knowledge of maintaining custody of store keys as per the organizations’ policies   7. Exhibited knowledge and understanding of security equipment as per the organizations’ policies   8. Demonstrated knowledge and understanding of materials handling tools and equipment as per the organizations’ policies |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Oral questioning   3. Practical   4. Interview   5. Observation   6. Third party report |
| 1. Context of Assessment | The competency may be assessed in a workplace or a simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |