

**SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Inventory Management					
<b>TSC</b>	Inventory Control					
<b>TSC Description</b>	Manage receipt, dispatch and storage of merchandise, and monitor and maintain stock control to oversee the purchase of stocks for production effectively					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>RET-INM-1001-1.1</b>	<b>RET-INM-2001-1.1</b>	<b>RET-INM-3001-1.1</b>	<b>RET-INM-4001-1.1</b>	<b>RET-INM-5001-1.1</b>	
	Receive, check, prepare, pack and deliver stocks with proper documentation	Maintain accurate records of the storage and movement of stocks and identify stock discrepancies	Supervise and monitor receipt and movement of stocks according to stock plans	Implement and monitor stocktaking procedures, interpret inventory information, investigate and document missing or damaged stocks in accordance to organisational stock control procedure	Drive organisational policies and procedures for receipt, dispatch and secure storage of stocks, and promote solutions to prevent losses and achieve effective inventory system	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Types of stocks and/or merchandise in the stores</li> <li>Organisational procedures available for receiving, checking, handling, ordering and returning of products</li> <li>Organisational procedures available for handling stock discrepancies and stock transfers</li> <li>Legal requirements relating to receiving and storing of products</li> <li>Organisational quality standards for products</li> <li>Types of documents when receiving and storing products</li> <li>Organisational procedures for labelling, tagging and signage for products</li> <li>Organisational standards for display of products</li> </ul>	<ul style="list-style-type: none"> <li>Types of stocks and/or merchandise in the stores</li> <li>Organisational procedures for stocktaking, handling stock discrepancies, shrinkage prevention, returns, exchange and dispatch of products</li> <li>Organisational quality standards for products</li> <li>Types of documents when returning/exchanging/dispatching products</li> <li>Physical inventory counts and FIFO/LIFO</li> </ul>	<ul style="list-style-type: none"> <li>Organisational stock control procedures for receipt, verification and dispatch of merchandise received from suppliers</li> <li>Organisational stock control processes for recording, storage and handling of merchandise, shrinkage prevention, waste removal and environmental protection and safety and security control</li> <li>Types of stocks and/or merchandise in the stores</li> <li>Storage and equipment maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Organisational stock control procedures for receipt, verification and dispatch of merchandise received from suppliers</li> <li>Organisational stock control processes for recording and storage of merchandise, shrinkage prevention, waste removal and environmental protection, storage and handling of goods and safety and security control</li> <li>Cost-effective and efficient methods of stock movement in the organisation</li> <li>Security measures for stock control procedures</li> </ul>	<ul style="list-style-type: none"> <li>Practices of inventory management for retail businesses</li> <li>Organisational stock control procedures for receipt, verification and dispatch of merchandise received from suppliers</li> <li>Organisational stock control processes for recording and storage of merchandise, shrinkage prevention, waste removal and environmental protection, storage and handling of goods and safety and security control</li> <li>Security measures for stock control procedures</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Receive, check and handle incoming products in accordance with organisational procedures</li> <li>Report discrepancies in accordance with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>Prepare stock plans</li> <li>Process and follow up on stock re-orders</li> <li>Monitor receipt and dispatch of goods</li> <li>Conduct audits to check</li> </ul>	<ul style="list-style-type: none"> <li>Align stock plans in accordance with organisational stock control procedures and systems</li> <li>Monitor movement of stocks according to stock</li> </ul>	<ul style="list-style-type: none"> <li>Manage the implementation of organisational stock control procedures and systems</li> <li>Determine cost-effective and efficient methods for</li> </ul>	<ul style="list-style-type: none"> <li>Develop organisational policies and procedures for receipt, dispatch and secure storage of stocks</li> <li>Recommend solutions and implement procedures to prevent</li> </ul>	

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	<ul style="list-style-type: none"> <li>Record details of incoming stocks, stock discrepancies and relevant documents and/or certificates according to organisational procedures</li> <li>Sort, label and store products in accordance with organisational procedures and storage temperature requirements</li> <li>Perform routine stock rotation of products</li> <li>Order stocks</li> <li>Conduct stocktaking and/or cyclical counts in accordance with organisations policies and procedures</li> <li>Handle undelivered orders, stocks returns, exchanges and/or transfers with respective store outlets, departments, central warehouses, suppliers and/or manufacturers</li> </ul>	<p>quantity, documentation and quality of goods received in accordance with organisational procedures</p> <ul style="list-style-type: none"> <li>Identify and resolve stock discrepancies promptly in accordance with organisational procedures</li> <li>Identify, monitor and report fast or slow moving stocks</li> <li>Monitor and maintain stock levels and records</li> <li>Coordinate stock takes and/or cyclical counts</li> </ul>	<p>plans</p> <ul style="list-style-type: none"> <li>Keep accurate documentation on stock inventories</li> <li>Analyse sales figures and stock counts to adjust stock reorder levels accurately</li> <li>Recommend ways to improve stock turnover rate and reduce stock-on-hand</li> <li>Implement contingency plans with regards to stock delivery times</li> </ul>	<p>stock movement according to store policies</p> <ul style="list-style-type: none"> <li>Maintain budgeted and/or target Stock Keeping Units (SKU) levels</li> <li>Organise, monitor and evaluate staff training on stocktaking procedures</li> <li>Ensure stock records are completed in accordance with organisational stock take control procedures</li> <li>Ensure stock discrepancies are recorded in accordance with organisational policies and procedures</li> <li>Identify and take actions on obsolete, redundant, soiled and damaged stocks in accordance with organisational policies and procedures</li> </ul>	<p>future avoidable losses</p> <ul style="list-style-type: none"> <li>Design an effective inventory system to rotate, replenish and present stocks against organisational requirements for stock levels</li> </ul>	
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