
Overview

This standard is about investigating problems and reporting the findings of stock audits in a retail organisation and sending the report to relevant staff in the retail organisation.

This standard is for managers and team leaders.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Investigate problems and report the findings of stock audits in a retail organisation

Performance criteria

You must be able to:

1. follow your workplace procedures to organise stock audit findings so problems can be identified easily
2. follow your workplace procedures to identify problems and note them clearly for investigation
3. follow your workplace procedures to work out which problems are most important to your workplace and which ones should be investigated first
4. follow your workplace procedures to investigate problems methodically and sort them out as far as possible within the scope of the audit and with the resources available
5. follow your workplace procedures to prepare the final report in the format required and include comments on any problems that still exist
6. include all investigation findings in your final report
7. follow your workplace procedures to communicate the report to the relevant staff on time

Knowledge and understanding

You need to know and understand:

1. how to organise stock audit findings so that problems can be easily identified following your workplace requirements
2. your workplace methods for investigation and identifying problems in audit findings
3. the types of problems that can happen in your workplace and how to resolve them
4. the format required by your workplace for the audit report
5. how to write a stock audit report for your workplace
6. who needs to see the report in your workplace
7. how to distribute the report so that all relevant staff receive it on time

PPL.B305

Investigate problems and report the findings of stock audits in a retail organisation



Links to other NOS

PPL.B304 Organise an audit and put it into practice in a retail organisation

PPL.B305

Investigate problems and report the findings of stock audits in a retail organisation



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Originating Organisation Skillsmart Retail

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Relevant Occupations Manager, Managers and Senior Officials, Managers in Distribution, Retail and Commercial Enterprise, Retailing and Wholesaling, Sales and Customer Services Occupations, Sales Assistants and Retail Cashiers, Storage and Retailing, Team Leader

Suite Retail

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