


Unit of learning outcomes:	Unit 3: Stocking goods; monitoring inventory; preparing follow-up orders		
Qualification to be achieved:	Verkaufsberufe im Einzelhandel: Kaufmann/-frau im Einzelhandel, Verkäufer/-in, Drogist/-in, Buchhändler/-in, Musikfachhändler/-in (DE) Retail sector: Management assistants for retail services, Sales assistants, Chemists, Booksellers, Specialist retail assistant for the music branch (UK)		
Area of work tasks:	EQF-Level: 4	DQR-Level: 4	
Additional unit of learning outcomes: yes <input type="checkbox"/> no <input type="checkbox"/>			
Description of unit: Checking stock; planning the follow-up procedure; identifying the terms of offer; preparing orders			
Knowledge	Skills	Competence	
<p>He/ She knows:</p> <ul style="list-style-type: none"> tasks, aims and problems arising from conflicting aims in the ordering procedure the procedure for following up orders relevant data from the inventory control system that are important for ordering goods the GTCT (General Terms and Conditions of Trade) the different terms of delivery and payment the different key figures for stock the specialist terms in the target language 	<p>He/ She is able to:</p> <p>Check the stock</p> <ul style="list-style-type: none"> check existing quality and stock levels in retail environment and warehouses and stock up the goods in the retail environment monitor target-actual comparison to find out shortfalls and surpluses using the inventory control system analyse causes of shortfalls such as spoilage, rejects, shrinkage or theft update the inventory control system with results of the target-actual comparison follow company requirements to conduct target-actual comparison <p>Plan the follow up procedure</p> <ul style="list-style-type: none"> calculate needs using key figures such as reorder levels and sales statistics from the inventory control system 	<p>He/ She is able to:</p> <ul style="list-style-type: none"> plan and put into practice, independently and responsibly, the procedure of ordering using stock control data by taking account of economic and legal requirements independently and responsibly recognize and resolve communication difficulties caused by cultural , linguistic and contextual factors 	

	<ul style="list-style-type: none">• monitor order quantities and rhythm of ordering as indicated by the inventory control system; adjust as necessary• check stocks• determine sales figures, quantity and time of orders <p>Identify the terms of offer</p> <ul style="list-style-type: none">• understand and differentiate the terms of delivery and payment and the general terms and conditions of trade in the target language• interpret seals of quality and evaluate the quality of goods• make general and specific enquiries on the phone• write general and specific enquiries or enquiries about a sample in the target language <p>Note:</p> <ul style="list-style-type: none">○ depending on the circumstances in the companies, these skills can be worked out practically or theoretically; all written enquiries are part of the evaluation and should be compiled in the “Europass Mobility” <p>Prepare the order</p> <ul style="list-style-type: none">• prepare the specified order; if the company agrees place the order (via fax, telephone, email, etc.) and check that the order has been confirmed	
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	<ul style="list-style-type: none">• work in a team with colleagues of different cultures• support and assist colleagues under difficult working conditions• consider and justify his/her conduct in the shop and stock area• react flexibly to new situations	
<p>Additional information: The learning outcomes the learner achieved and demonstrated during the mobility phase are assessed with and evaluation sheet (observation form).</p>		
<p>Developed by: Susanne Alda-Sperling und Christel-Ulrike Scholz, Hamburger Institut für Berufliche Bildung (HIBB)</p>		

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**Evaluation of the tasks mutually agreed on
Unit 3: Stocking goods; monitoring inventory; preparing follow-up orders**

Partial tasks:

Please mark the parts of the fulfilled learning outcomes with the level reached.

Level of competence
0 = underperforming
1 = meeting expectations
2 = high performing

A: Knowledge

He/ She knows:

Student	Teacher	Company Representative
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tasks, aims and problems arising from conflicting aims in the ordering procedure

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the procedure for following up orders

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relevant data from the inventory control system that are important for ordering goods

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the GTCT (General Terms and Conditions of Trade)

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the different terms of delivery and payment

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the different key figures for stock

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the specialist terms in the target language

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**Evaluation of the tasks mutually agreed on
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Partial tasks:

Please mark the parts of the fulfilled learning outcomes with the level reached.

Level of competence

0 = underperforming

1 = meeting expectations

2 = high performing

B: Skills

He/ She is able to:

Student

Teacher

Company
Representative

Check the stock

check existing quality and stock levels in retail environment and warehouses and stock up the goods in the retail environment

monitor target-actual comparison to find out shortfalls and surpluses using the inventory control system

analyse causes of shortfalls such as spoilage, rejects, shrinkage or theft

update the inventory control system with results of the target-actual comparison

follow company requirements to conduct target-actual comparison

Plan the follow up procedure

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calculate needs using key figures such as reorder levels and sales statistics from the inventory control system			
monitor order quantities and rhythm of ordering as indicated by the inventory control system; adjust as necessary			
check stocks			
determine sales figures, quantity and time of orders			
Identify the terms of offer			
understand and differentiate the terms of delivery and payment and the general terms and conditions of trade in the target language			
interpret seals of quality and evaluate the quality of goods			
make general and specific enquiries on the phone			
write general and specific enquiries or enquiries about a sample in the target language			
Note: Depending on the circumstances in the companies, these skills can be worked out practically or theoretically; all written enquiries are part of the evaluation and should be compiled in the “Europass Mobility”			
Prepare the order			
prepare the specified order; if the company agrees place the order (via fax, telephone, email, etc.) and check that the order has been confirmed			

Evaluation of the tasks mutually agreed on Unit 3: Stocking goods; monitoring inventory; preparing follow-up orders			
Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached.	<u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2 = high performing		
C: Competence			
He/ She is able to:	Student	Teacher	Company Representative
plan and put into practice, independently and responsibly, the procedure of ordering using stock control data by taking account of economic and legal requirements			
independently and responsibly recognize and resolve communication difficulties caused by cultural , linguistic and contextual factors			

C: Competence (continued):				
Please mark the following areas of competence with your initials when they are fulfilled. The fulfilment is not graded. <i>Please initial the following competences when they have been reached.</i>		Student	Teacher	Company Representative
Social competence	independently supports colleagues accordingly and in order to relieve them			
Problem-solving competence	solves problems independently and business-oriented			
Communication competence/ Intercultural competence	conducts "small talk" professionally in the target language			
	uses technical jargon and gives specific information in the target language			
	reacts appropriately to regional accents			
	solves linguistically challenging situations			
	reacts appropriately to cultural differences			
Ability to work in a team	works in a team appropriately			
Independence	acquires specialized knowledge independently			
	considers and justifies his/her own action and behaviour			
Flexibility	reacts flexibly to new situations			
	harmonizes customer's and firm's interests according to the situation			

Evaluation of the tasks mutually agreed on

Additional comments:

Name of the assessor

Signature:

Place and date: