LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Store Operations and Stock Handling

LAPT — London Academy of Professional Training

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Reference RET-C03 • Retail Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	72	504	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**RET-C03**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Receiving, Storing and Handling Goods

12 chapters · 120 classes **100 marks**

1 The Stockroom and the Flow of Goods — 10 classes

- 1.1 From Supplier to Shelf in Outline
- 1.2 Parts of a Store Stockroom
- 1.3 Back-of-House Roles and Duties
- 1.4 Documents That Travel With Goods
- 1.5 Purchase Orders, Challans and Invoices
- 1.6 Stock Codes, SKUs and Barcodes
- 1.7 Units of Measure and Pack Sizes
- 1.8 Stockroom Layout and Zones
- 1.9 Stockroom Terms and Abbreviations
- 1.10 Stockroom Orientation Walk-Through

2 Moving Goods and Materials Manually — 10 classes

- 2.1 Planning a Safe Movement of Goods
- 2.2 Checking Weight and Route Before Moving
- 2.3 Safe Lifting Technique Review
- 2.4 Carrying Single Cartons
- 2.5 Using Trolleys, Hand Trucks and Pallet Jacks
- 2.6 Stacking Boxes Safely
- 2.7 Moving Goods in Teams
- 2.8 Moving Goods on Stairs and Lifts
- 2.9 Moving Wet or Cold Goods
- 2.10 Manual Movement Skills Practice

3 Preparing to Receive Deliveries — 10 classes

- 3.1 Reading the Delivery Schedule
- 3.2 Checking Purchase Orders Before Arrival
- 3.3 Clearing and Marking the Receiving Area
- 3.4 Preparing Equipment and Labels
- 3.5 Briefing Staff Before Delivery
- 3.6 Cold Chain Readiness for Chilled Goods
- 3.7 Preparing for Large or Late Deliveries
- 3.8 Checking Vehicle Access and Safety
- 3.9 Planning Storage Space in Advance
- 3.10 Delivery Preparation Checklist Exercise

4 Receiving Deliveries and Checking Goods — 10 classes

- 4.1 Meeting the Delivery Driver
- 4.2 Checking Vehicle Seals and Condition
- 4.3 Counting Cartons Against the Challan
- 4.4 Checking Goods Against the Purchase Order
- 4.5 Inspecting Goods for Damage
- 4.6 Checking Batch Numbers and Expiry Dates
- 4.7 Temperature Checks for Chilled and Frozen Goods
- 4.8 Signing for Goods Correctly
- 4.9 Reporting Shortages and Damages
- 4.10 Delivery Receiving Role-Play

5 Organising Staff to Receive and Record Deliveries — 10 classes

- 5.1 Planning Staff for Delivery Times
- 5.2 Allocating Receiving Tasks
- 5.3 Briefing Staff on Quality Checks
- 5.4 Supervising the Unloading
- 5.5 Recording Received Goods in the System
- 5.6 Matching Invoice, Order and Delivery
- 5.7 Handling Supplier Disputes at the Dock
- 5.8 Keeping Delivery Records Filed
- 5.9 Coaching New Receiving Staff
- 5.10 Receiving Team Simulation

6 Putting Goods Into Storage — 10 classes

- 6.1 Deciding Where Goods Should Be Stored
- 6.2 Using Location Codes and Bin Labels
- 6.3 Putting Away Fast and Slow Movers
- 6.4 First In First Out Rotation
- 6.5 First Expiry First Out for Perishables
- 6.6 Storing Heavy Items Low and Light Items High
- 6.7 Keeping Aisles and Fire Exits Clear
- 6.8 Labelling Shelves and Cartons
- 6.9 Updating Stock Records After Put-Away
- 6.10 Put-Away Practice in the Stockroom

7 Storage Conditions and Care of Stock — 10 classes

- 7.1 Why Storage Conditions Matter
- 7.2 Temperature and Humidity Requirements
- 7.3 Storing Packaged Food Under FSSAI Rules
- 7.4 Storing Chemicals, Aerosols and Flammables
- 7.5 Storing Electronics and Fragile Goods
- 7.6 Storing Clothing and Textiles Against Damp
- 7.7 Pest Control in the Stockroom
- 7.8 Spotting Damage, Leaks and Spoilage
- 7.9 Regular Checks of Stored Stock
- 7.10 Storage Care Inspection Exercise

8 Managing Staff and Stock in a Storage Facility — 10 classes

- 8.1 Planning Daily Stockroom Work
- 8.2 Allocating Tasks to Stockroom Staff
- 8.3 Setting Stock Handling Standards
- 8.4 Monitoring Productivity and Accuracy
- 8.5 Cycle Counts and Spot Checks
- 8.6 Controlling Stockroom Access and Keys
- 8.7 Reducing Stockroom Waste and Damage
- 8.8 Training Staff in Stock Handling
- 8.9 Reporting Stockroom Performance
- 8.10 Storage Management Case Study

9 Sorting Donated and Surplus Goods — 10 classes

- 9.1 Where Donated and Surplus Goods Come From
- 9.2 Checking Donations for Safety and Quality
- 9.3 Sorting Goods for Sale, Reuse or Recycling
- 9.4 Cleaning and Preparing Goods for Sale
- 9.5 Pricing Surplus and Donated Goods
- 9.6 Records for Donated Goods
- 9.7 Handling Unsellable and Hazardous Items
- 9.8 Recycling and Waste Segregation
- 9.9 Working With Charities and Collectors
- 9.10 Sorting Practice Session

10 Handling Returns to Suppliers and Periodicals — 10 classes

- 10.1 Why Goods Go Back to Suppliers
- 10.2 Identifying Items for Return
- 10.3 Handling Newspapers and Magazines for Return
- 10.4 Counting and Bundling Returns
- 10.5 Completing Return Documents
- 10.6 Packing Returns Safely for Collection
- 10.7 Recording Credit Due From Suppliers
- 10.8 Handling Expired and Recalled Products
- 10.9 Dealing With Return Disputes
- 10.10 Supplier Return Exercise

11 Stockroom Safety, Security and Hygiene — 10 classes

- 11.1 Stockroom Hazards in Brief
- 11.2 Safe Stacking and Racking Rules
- 11.3 Fire Safety in Storage Areas
- 11.4 Safe Use of Box Cutters and Strapping
- 11.5 Preventing Internal Theft in the Stockroom
- 11.6 Securing Doors, Shutters and CCTV Coverage
- 11.7 Keeping Stockrooms Clean and Tidy
- 11.8 Handling Spills and Broken Goods
- 11.9 Reporting Hazards and Incidents
- 11.10 Stockroom Safety Walk and Report

12 Stockroom Records, Labelling and Audit Readiness — 10 classes

- 12.1 Why Accurate Records Matter
- 12.2 Recording Stock In and Stock Out
- 12.3 Using Stock Cards and Software
- 12.4 Labelling Goods for Traceability
- 12.5 Keeping Batch and Expiry Records
- 12.6 Preparing for a Stock Audit
- 12.7 Counting Stock and Recording Variances
- 12.8 Investigating Differences Found
- 12.9 Filing and Retaining Documents
- 12.10 Audit Preparation Simulation

2 **Stock Control and Shelf Replenishment** 26 chapters · 135 classes **100 marks**

- **1 Understanding Retail Inventory Systems** — 5 classes
  - 1.1 Exploring the Basics of Retail Inventory Systems
  - 1.2 Analyzing Types and Functions of Inventory
  - 1.3 Identifying Key Components of Inventory Management
  - 1.4 Understanding the Flow of Inventory in Retail
  - 1.5 Applying Inventory Control Techniques
- **2 Inventory Control and Management Techniques** — 5 classes
  - 2.1 Understanding Basic Inventory Concepts
  - 2.2 Exploring Different Inventory Control Systems
  - 2.3 Implementing Stock Management Procedures
  - 2.4 Analyzing Inventory Accuracy Techniques
  - 2.5 Applying Inventory Control Best Practices
- **3 Technology in Inventory Management** — 5 classes
  - 3.1 Understanding Inventory Management Systems
  - 3.2 Exploring Point-of-Sale Technology
  - 3.3 Utilizing Barcodes and RFID in Retail
  - 3.4 Implementing Automation in Stock Control
  - 3.5 Analyzing Data for Inventory Optimization
- **4 Analyzing Inventory Performance and Optimization** — 5 classes
  - 4.1 Understanding Key Inventory Metrics
  - 4.2 Interpreting Inventory Turnover Rates
  - 4.3 Analyzing Stock Levels and Demand Patterns
  - 4.4 Identifying Opportunities for Inventory Optimization
  - 4.5 Implementing Strategies for Inventory Improvement
- **5 Introduction to Retail Inventory Management** — 5 classes
  - 5.1 Understanding Retail Inventory Basics
  - 5.2 Identifying Returnable Items
  - 5.3 Preparing Newspapers for Return
  - 5.4 Preparing Magazines for Return
  - 5.5 Documentation and Reporting Procedures
- **1 Understanding Inventory Fundamentals in Retail** — 5 classes
  - 1.1 Exploring the Basics of Retail Inventory
  - 1.2 Differentiating Types of Inventory in Retail
  - 1.3 Understanding Key Metrics for Inventory Control
  - 1.4 Identifying Common Inventory Challenges in Retail
  - 1.5 Applying Basic Inventory Management Techniques
- **2 Inventory Tracking and Management Systems** — 5 classes
  - 2.1 Understanding Inventory Tracking Systems
  - 2.2 Exploring Inventory Management Software
  - 2.3 Analyzing Data for Inventory Decision Making
  - 2.4 Implementing Real-Time Inventory Monitoring
  - 2.5 Evaluating the Impact of Inventory Systems on Operations
- **3 Forecasting and Demand Planning in Inventory Control** — 5 classes
  - 3.1 Understanding the Basics of Demand Forecasting
  - 3.2 Identifying Key Factors in Demand Planning
  - 3.3 Analyzing Historical Data for Inventory Forecasting
  - 3.4 Applying Quantitative Methods in Demand Prediction
  - 3.5 Developing and Adjusting Forecasting Models
- **4 Optimizing Inventory Performance and Reducing Shrinkage** — 5 classes
  - 4.1 Understanding Inventory Performance Metrics
  - 4.2 Identifying Causes of Inventory Shrinkage
  - 4.3 Implementing Loss Prevention Strategies
  - 4.4 Optimizing Stock Levels for Efficiency
  - 4.5 Evaluating the Impact of Inventory Management Solutions
- **1 Understanding Inventory Management Fundamentals** — 5 classes
  - 1.1 Defining Inventory Management and Its Importance
  - 1.2 Identifying Key Components of Inventory Systems
  - 1.3 Exploring Inventory Management Techniques
  - 1.4 Analyzing Inventory Metrics and KPIs
  - 1.5 Applying Inventory Management in Retail Scenarios
- **2 Techniques for Effective Stock Control** — 5 classes
  - 2.1 Understanding Key Principles of Stock Control
  - 2.2 Identifying the Role of Stock Levels in Operations

- **1 Understanding Retail Inventory Essentials** — 5 classes
  - 1.1 Exploring the Basics of Retail Inventory
  - 1.2 Identifying Key Components of Inventory Management
  - 1.3 Analyzing Inventory Turnover Rates and Their Impact
  - 1.4 Evaluating Supply Chain Influences on Inventory Levels
  - 1.5 Developing Basic Inventory Optimization Techniques
- **2 Analyzing Inventory Turnover and Stock Levels** — 5 classes
  - 2.1 Understanding Inventory Turnover: Key Concepts and Formulas
  - 2.2 Analyzing Stock Levels: Methods to Assess and Optimize
  - 2.3 Evaluating Inventory Turnover Ratios for Business Performance
  - 2.4 Comparing Different Inventory Strategies: Benefits and Drawbacks
  - 2.5 Implementing Adjustments: Techniques to Enhance Inventory Turnover
- **3 Strategic Replenishment Planning** — 5 classes
  - 3.1 Understanding the Basics of Strategic Replenishment
  - 3.2 Analyzing Demand Patterns for Effective Replenishment
  - 3.3 Exploring Replenishment Techniques and Models
  - 3.4 Implementing Automated Replenishment Systems
  - 3.5 Evaluating and Optimizing Replenishment Strategies
- **4 Technology and Innovation in Inventory Management** — 5 classes
  - 4.1 Exploring New Technologies in Inventory Management
  - 4.2 Understanding Automation and Robotics in Warehouses
  - 4.3 Leveraging Data Analytics for Inventory Optimization
  - 4.4 Implementing RFID and IoT for Real-Time Tracking
  - 4.5 Applying AI and Machine Learning to Predict Inventory Needs
- **1 Understanding Inventory Fundamentals** — 6 classes
  - 1.1 Defining Inventory and Its Importance
  - 1.2 Exploring Types of Inventory in Omnichannel Operations
  - 1.3 Analyzing Inventory Costs and Impacts
  - 1.4 Comparing Inventory Valuation Methods
  - 1.5 Understanding Inventory Turnover Ratios
  - 1.6 Applying Basic Inventory Control Techniques
- **2 Inventory Recording and Tracking Techniques** — 5 classes
  - 2.1 Understanding Inventory Recording Systems
  - 2.2 Exploring Barcode and RFID Technologies
  - 2.3 Implementing Real-time Inventory Tracking
  - 2.4 Analyzing Stock Level Reports
  - 2.5 Ensuring Accuracy through Inventory Audits
- **3 Demand Forecasting and Replenishment Strategies** — 5 classes
  - 3.1 Understanding Demand Patterns
  - 3.2 Inventory Turnover Ratio Analysis
  - 3.3 Seasonal Demand Adjustments
  - 3.4 Safety Stock Calculation Techniques
  - 3.5 Collaboration with Suppliers
- **4 Addressing Inventory Challenges and Loss Prevention** — 5 classes
  - 4.1 Understanding Inventory Shrinkage
  - 4.2 Techniques for Effective Stock Audits
  - 4.3 Implementing Inventory Control Systems
  - 4.4 Strategies for Loss Prevention
  - 4.5 Analyzing Inventory Turnover Rates
- **5 Inventory Management and Safety Procedures** — 5 classes
  - 5.1 Introduction to Food Safety Standards
  - 5.2 Health and Safety Regulations in Retail
  - 5.3 Personal Hygiene Practices for Retail Staff
  - 5.4 Implementing Safety Procedures in Retail
  - 5.5 Monitoring Compliance with Safety Standards
- **2 Inventory Demand Forecasting Techniques** — 6 classes
  - 2.1 Understanding Inventory Demand Forecasting
  - 2.2 Analyzing Historical Sales Data for Forecasting
  - 2.3 Exploring Qualitative Forecasting Methods
  - 2.4 Applying Quantitative Forecasting Techniques
  - 2.5 Identifying Factors Influencing Inventory Demand
  - 2.6 Implementing Inventory Forecasting Strategies
- **3 Optimizing Stock Levels and Turnover** — 6 classes
  - 3.1 Understanding Stock Level Basics

3 **Retail Store Operations Management** 20 chapters · 129 classes **100 marks**

- **1 Understanding Retail Operations and Workflow** — 5 classes
  - 1.1 Exploring the Basics of Retail Operations
  - 1.2 Identifying Key Components of Retail Workflows
  - 1.3 Analyzing the Role of Technology in Retail Operations
  - 1.4 Understanding Customer Interaction Processes in Retail
  - 1.5 Applying Workflow Optimization Strategies in Retail
- **2 Inventory Management Techniques** — 5 classes
  - 2.1 Understanding Inventory Types and Classifications
  - 2.2 Analyzing Inventory Management Systems
  - 2.3 Implementing Stock Control Methods
  - 2.4 Exploring Inventory Turnover Ratios
  - 2.5 Applying Demand Forecasting Techniques
- **3 Enhancing Sales Floor and Merchandising Strategies** — 5 classes
  - 3.1 Understanding the Sales Floor Dynamics
  - 3.2 Analyzing Customer Traffic Patterns
  - 3.3 Utilizing Effective Merchandising Techniques
  - 3.4 Implementing Visual Merchandising Strategies
  - 3.5 Optimizing Sales Floor Layout for Impact
- **4 Optimizing Customer Service and Relationship Management** — 5 classes
  - 4.1 Understanding the Fundamentals of Customer Service
  - 4.2 Identifying and Meeting Customer Needs
  - 4.3 Building Effective Customer Relationships
  - 4.4 Leveraging Technology for Enhanced Customer Interaction
  - 4.5 Applying Customer Feedback to Drive Service Improvement
- **5 Retail Operations and Customer Management** — 5 classes
  - 5.1 Understanding Retail Inventory Management
  - 5.2 Techniques for Stock Level Assessment
  - 5.3 Product Assembly Best Practices
  - 5.4 Customer Installation Assistance Techniques
  - 5.5 Ensuring Customer Satisfaction Post-Installation
- **6 Retail Customer Engagement** — 5 classes
  - 6.1 Introduction to Retail Packaging Techniques
  - 6.2 Understanding Customer Needs and Preferences
  - 6.3 Selecting Appropriate Packaging Materials
  - 6.4 Techniques for Effective Product Presentation
  - 6.5 Ensuring Safety and Compliance in Packaging
- **1 Understanding the Retail Environment: Key Concepts and Terminologies** — 5 classes
  - 1.1 Exploring Key Retail Terms and Definitions
  - 1.2 Identifying Retail Channels and Formats
  - 1.3 Analyzing Consumer Behavior in Retail
  - 1.4 Discussing the Role of Technology in Retail
  - 1.5 Applying Retail Concepts to Real-World Scenarios
- **2 Core Retail Operations: Customer Experience and Engagement Strategies** — 5 classes
  - 2.1 Understanding Customer Experience Essentials
  - 2.2 Identifying Key Customer Touchpoints
  - 2.3 Implementing Effective Engagement Strategies
  - 2.4 Analyzing Customer Feedback for Improvement
  - 2.5 Enhancing Retail Operations through Technology
- **3 Inventory Management and Merchandising Tactics in Retail** — 5 classes
  - 3.1 Understanding Inventory Management in Retail
  - 3.2 Exploring Stock-keeping Units and Classification Systems
  - 3.3 Implementing Inventory Replenishment Strategies
  - 3.4 Analyzing Merchandising Principles and Display Techniques
  - 3.5 Applying Data-Driven Merchandising Tactics
- **4 Introduction to Loss Prevention: Strategies and Best Practices** — 5 classes
  - 4.1 Understanding the Importance of Loss Prevention in Retail
  - 4.2 Identifying Common Sources of Retail Loss
  - 4.3 Exploring Effective Loss Prevention Strategies
  - 4.4 Implementing Best Practices for Inventory Management
- **5 Retail Operations Standards** — 5 classes
  - 5.1 Introduction to Retail Operations
  - 5.2 Understanding Goods Movement
  - 5.3 Manual Lifting Techniques
  - 5.4 Safe Handling Practices
  - 5.5 Implementing Workplace Standards
- **2 Customer Experience Enhancement** — 6 classes
  - 2.1 Understanding Customer Expectations
  - 2.2 Personalization Strategies
  - 2.3 Creating Memorable Experiences
  - 2.4 Feedback Collection Techniques
  - 2.5 Customer Journey Mapping
  - 2.6 Enhancing In-Store Experience
- **3 Supply Chain Efficiency** — 6 classes
  - 3.1 Basics of Supply Chain Management
  - 3.2 Supplier Relationship Management
  - 3.3 Logistics Optimization Techniques
  - 3.4 Cost Reduction Strategies
  - 3.5 Risk Management in Supply Chain
  - 3.6 Sustainable Supply Chain Practices
- **4 Visual Merchandising Strategies** — 6 classes
  - 4.1 Principles of Visual Merchandising
  - 4.2 Creating Effective Displays
  - 4.3 Color Psychology in Retail
  - 4.4 Lighting Techniques for Retail
  - 4.5 Seasonal Display Concepts
  - 4.6 Evaluating Visual Merchandising Impact
- **5 Technology Integration in Retail** — 6 classes
  - 5.1 Emerging Retail Technologies
  - 5.2 E-commerce Integration Strategies
  - 5.3 Mobile Technology in Retail
  - 5.4 Using AI for Retail Optimization
  - 5.5 Data Security in Retail Systems
  - 5.6 Future Trends in Retail Technology
- **16 Opening and Closing the Store Routine** — 10 classes
  - 16.1 Why Fixed Routines Protect the Store
  - 16.2 Opening Checklist and Key Handling
  - 16.3 Switching On Systems and Lighting
  - 16.4 Checking Floor Readiness Before Doors Open
  - 16.5 Float Preparation and Till Readiness
  - 16.6 Closing Checklist and Final Walk Round
  - 16.7 Securing Cash, Alarms and Shutters
  - 16.8 Shift Handover Notes and Communication
  - 16.9 Dealing With Late Staff and Early Customers
  - 16.10 Reviewing and Improving the Routine
- **17 Finding Problems and Improvement Opportunities** — 10 classes
  - 17.1 Spotting Signs of Operating Problems
  - 17.2 Collecting Facts From Sales and Staff
  - 17.3 Using Customer Comments as Evidence
  - 17.4 Observing Queues, Waiting and Wasted Effort
  - 17.5 Separating Causes From Symptoms
  - 17.6 Simple Cause and Effect Diagrams
  - 17.7 Ranking Problems by Cost and Customer Impact
  - 17.8 Generating Practical Improvement Ideas
  - 17.9 Writing a Short Improvement Proposal
  - 17.10 Agreeing a Proposal With a Manager
- **18 Putting Store Improvements Into Practice** — 10 classes
  - 18.1 Breaking an Improvement Into Small Steps
  - 18.2 Briefing Staff on a Change
  - 18.3 Setting Dates and Responsibilities
  - 18.4 Trialling a Change on One Section
  - 18.5 Recording Results of the Trial
  - 18.6 Handling Staff Resistance to Change
  - 18.7 Adjusting the Plan After Feedback
  - 18.8 Making a Change Part of Daily Routine
  - 18.9 Reporting Savings and Benefits Achieved

4

Fresh Food, Counters and Specialist Retail Formats

14 chapters · 120 classes **100 marks**

- **1 Introduction to Food Safety Standards** — 6 classes
  - 1.1 Understanding Food Safety Regulations
  - 1.2 Importance of Food Safety Standards
  - 1.3 Key Food Safety Terminologies
  - 1.4 Global Food Safety Frameworks
  - 1.5 Food Safety Management Systems
  - 1.6 Role of HACCP in Food Safety
- **2 Monitoring Food Safety Practices** — 6 classes
  - 2.1 Techniques for Monitoring Food Safety
  - 2.2 Conducting Food Safety Audits
  - 2.3 Identifying Food Safety Risks
  - 2.4 Using Technology in Monitoring
  - 2.5 Reporting Food Safety Violations
  - 2.6 Continuous Improvement in Practices
- **3 Health Regulations Compliance** — 6 classes
  - 3.1 Understanding Health Regulations
  - 3.2 Compliance Checklists for Businesses
  - 3.3 Legal Implications of Non-Compliance
  - 3.4 Health Inspections and Protocols
  - 3.5 Documentation for Compliance
  - 3.6 Training on Health Regulations
- **4 Training Staff on Food Safety** — 6 classes
  - 4.1 Developing Food Safety Training Programs
  - 4.2 Engaging Staff in Food Safety
  - 4.3 Assessing Training Effectiveness
  - 4.4 Creating a Food Safety Culture
  - 4.5 Utilizing E-Learning for Training
  - 4.6 Feedback Mechanisms for Training
- **5 Implementing Food Safety Programs** — 6 classes
  - 5.1 Steps to Implement Food Safety Programs
  - 5.2 Aligning Programs with Business Goals
  - 5.3 Monitoring Program Implementation
  - 5.4 Evaluating Program Outcomes
  - 5.5 Adjusting Programs Based on Feedback
  - 5.6 Sustaining Food Safety Initiatives
- **6 Food Handler Hygiene in a Retail Store** — 10 classes
  - 6.1 Why Hygiene Matters for Fresh Food
  - 6.2 Personal Cleanliness and Uniform Rules
  - 6.3 Hand Washing Steps and Timing
  - 6.4 Reporting Illness Before Handling Food
  - 6.5 Cuts, Jewellery and Hair Control
  - 6.6 Preventing Cross Contamination
  - 6.7 Colour Coded Boards and Utensils
  - 6.8 Cleaning and Sanitising Surfaces
  - 6.9 Pest Awareness and Reporting
  - 6.10 Daily Hygiene Self Check Record
- **7 FSSAI Licensing, Labels and Shelf Life** — 10 classes
  - 7.1 Role of the Food Safety Authority
  - 7.2 Store Food Licence and Display Rules
  - 7.3 Reading Mandatory Label Information
  - 7.4 Veg and Non Veg Marks
  - 7.5 Manufacture, Best Before and Expiry Dates
  - 7.6 Allergen Declarations on Packs
  - 7.7 Shelf Life of Common Fresh Products
  - 7.8 Handling Expired and Damaged Food
  - 7.9 Customer Food Complaints and Escalation
  - 7.10 Keeping Licence and Inspection Records
- **8 Temperature Control and Cold Storage** — 10 classes
  - 8.1 Safe Temperature Zones for Food
  - 8.2 Chiller and Freezer Types in Stores
  - 8.3 Taking Product Temperatures With a Probe
  - 8.4 Recording Temperatures on a Log Sheet
  - 8.5 Receiving Chilled Goods Safely
  - 8.6 Defrosting Rules and Safe Practice
  - 8.7 Hot Holding of Cooked Items
  - 8.8 Power Cut and Equipment Failure Action
  - 8.9 Cleaning and Defrosting Equipment
  - 8.10 Reviewing Temperature Records for Trends
- **9 Preparing and Assembling Counter Products** — 10 classes
  - 9.1 Planning Daily Counter Preparation
  - 9.2 Washing and Cutting Fresh Items
  - 9.3 Weighing and Packing Accurately
  - 9.4 Pre-Pack Labels and Weights
  - 9.5 Assembling Gift Hampers and Combo Packs
  - 9.6 Using Slicers and Cutters Safely
  - 9.7 Preventing Waste During Preparation
  - 9.8 Maintaining Clean Work Areas
  - 9.9 Checking Finished Products for Quality
  - 9.10 Storing Prepared Items Until Sale
- **10 Fruit and Vegetable Counter Practice** — 10 classes
  - 10.1 Know Common Fruits and Vegetables
  - 10.2 Judging Freshness and Ripeness
  - 10.3 Receiving and Sorting Produce
  - 10.4 Trimming and Removing Damaged Items
  - 10.5 Storing Produce at the Right Conditions
  - 10.6 Building Attractive Produce Displays
  - 10.7 Rotating Stock Using Oldest First
  - 10.8 Pricing by Weight and Season
  - 10.9 Helping Customers Choose Produce
  - 10.10 Reducing Produce Wastage
- **11 Bake-Off and Bakery Counter Operations** — 10 classes
  - 11.1 Bake-Off Products in a Store Bakery
  - 11.2 Reading Dough and Product Schedules
  - 11.3 Organising Work to Meet a Production Plan
  - 11.4 Proving and Handling Dough Correctly
  - 11.5 Oven Settings and Bake Times
  - 11.6 Checking Colour, Texture and Core Temperature
  - 11.7 Cooling, Finishing and Glazing Products
  - 11.8 Packing and Labelling Baked Goods
  - 11.9 Selling Fresh and Marking Down Late Items
  - 11.10 Cleaning Ovens and Bakery Equipment
- **12 Meat and Fish Counter Basics** — 10 classes
  - 12.1 Licensing and Hygiene Rules for Meat and Fish
  - 12.2 Checking Quality on Delivery
  - 12.3 Signs of Fresh and Spoiled Product
  - 12.4 Separate Storage for Raw Products
  - 12.5 Preparing the Counter Before Trading
  - 12.6 Trimming and Portioning Safely
  - 12.7 Achieving Good Yield and Finish
  - 12.8 Hand Processing Fish Safely
  - 12.9 Handling Customer Requests at the Counter
  - 12.10 Cleaning Knives and Counters After Use
- **13 Delicatessen and Dairy Counter Service** — 10 classes
  - 13.1 Range of Deli and Dairy Products
  - 13.2 Storing Cheese, Paneer and Cold Cuts
  - 13.3 Describing Products and Tastes to Customers
  - 13.4 Asking Questions to Find Customer Needs
  - 13.5 Offering Samples Hygienically
  - 13.6 Portioning Accurately to Customer Order
  - 13.7 Weighing, Wrapping and Labelling
  - 13.8 Handling Dietary and Allergy Questions
  - 13.9 Suggesting Related Products
  - 13.10 Keeping the Counter Tidy During Rush
- **14 Monitoring and Improving Food Safety in Store** — 10 classes

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