



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TDTA1497B Use product knowledge to complete work operations**

**Release: 1**

## **TDTA1497B Use product knowledge to complete work operations**

### **Modification History**

Not applicable.

### **Unit Descriptor**

Field A Handling cargo/stock

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

Field A Handling cargo/stock

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### Elements and Performance Criteria

Element	Performance Criteria
1 Identify products in a subsection of a warehouse or other storage area	<ul style="list-style-type: none"><li>1.1 Products are identified against specified criteria in accordance with workplace procedures</li><li>1.2 Storage and handling characteristics are identified and applied consistently</li><li>1.3 Products are described to internal customers identifying features which may affect location, safety or storage requirements</li></ul>
2 Examine quality and report on products	<ul style="list-style-type: none"><li>2.1 Products are inspected in accordance with workplace quality assurance procedures</li><li>2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable</li><li>2.3 Non-conforming products are recorded/reported in accordance with workplace procedures</li></ul>
3 Use inventory and labelling systems to identify and locate products	<ul style="list-style-type: none"><li>3.1 Inventory and labelling systems are used to locate products within the workplace</li><li>3.2 Goods are physically located and identified</li></ul>

## Required Skills and Knowledge

Not applicable.

## Evidence Guide

### Critical aspects of evidence to be considered

- a. Assessment must confirm appropriate knowledge and skills to:
  - a.1. locate, interpret and apply relevant information
  - a.2. identify products/stock stored in the subsection of the workplace
  - a.3. identify properties and purposes of specific categories of goods
  - a.4. explain the characteristics of stock in relation to specific handling and storage requirements
  - a.5. interpret and use workplace policies, procedures and practices in relation to product location and condition
  - a.6. use workplace maps and location guides with inventory systems to physically locate goods in an efficient manner
  - a.7. provide customer/client service and work effectively with others
  - a.8. convey information in written and oral form
  - a.9. maintain workplace records
  - a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

### Interdependent assessment of units

- a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

### Required knowledge and skills

- a. Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products
- d. Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- e. Categories or groups of products and the special handling, stacking and storage requirements for each
- f. Purpose and use of cataloguing and labelling systems
- g. Strategies to seek out sources of knowledge of products and use this information to inform work
- h. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- i. Documentation requirements including reports and records concerning damaged or contaminated goods
- j. Housekeeping standards procedures required in the workplace
- k. Site layout and obstacles
- l. Ability to select and use relevant communications, computing and load handling equipment
- m. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- n. Ability to read and comprehend simple statements in English
- o. Ability to read and interpret instructions, procedures and labels relevant to the handling and storage of goods
- p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

q. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

r. Ability to estimate the size, shape and special requirements of goods/loads

### **Resource implications**

a. Access is required to opportunities to:

a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use product knowledge to complete work operations, and/or

a.2. use product knowledge to complete work operations in an appropriate range of operational situations

### **Consistency in performance**

a. Applies underpinning knowledge and skills when:

a.1. locating, interpreting and applying relevant product information

a.2. identifying products/stock

a.3. identifying properties and purposes of specific categories of goods

a.4. interpreting and using workplace policies, procedures and practices in relation to product location, and condition

a.5. using workplace maps and location guides with inventory systems to physically locate goods in an efficient manner

a.6. providing customer/client service and working effectively with others

a.7. conveying information in written and oral form

a.8. maintaining workplace records

b. Shows evidence of application of relevant workplace procedures including:

b.1. relevant codes of practice, regulations and legislative requirements

b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances

b.3. workplace procedures and work instructions concerning the identification, handling and storage of various categories of products (including housekeeping and security procedures)

b.4. obtaining assistance from other team members when required

b.5. customer service and quality assurance procedures and policies

b.6. OHS regulations and hazard prevention policies and procedures

b.7. environmental protection procedures

c. Action is taken promptly to report and/or rectify any potential difficulties in the identification, handling and storage of goods in accordance with relevant regulatory requirements and workplace procedures

d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts

e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others

f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

### **Context for assessment**

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning

a.2. Appropriate practical assessment must occur:

a.2.1. at the Registered Training Organisation, and/or

a.2.2. in an appropriate work situation

**Critical aspects of evidence to be considered**

- a. Assessment must confirm appropriate knowledge and skills to:
  - a.1. locate, interpret and apply relevant information
  - a.2. identify products/stock stored in the subsection of the workplace
  - a.3. identify properties and purposes of specific categories of goods
  - a.4. explain the characteristics of stock in relation to specific handling and storage requirements
  - a.5. interpret and use workplace policies, procedures and practices in relation to product location and condition
  - a.6. use workplace maps and location guides with inventory systems to physically locate goods in an efficient manner
  - a.7. provide customer/client service and work effectively with others
  - a.8. convey information in written and oral form
  - a.9. maintain workplace records
  - a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

**Interdependent assessment of units**

- a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

**Required knowledge and skills**

- a. Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products
- d. Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- e. Categories or groups of products and the special handling, stacking and storage requirements for each
- f. Purpose and use of cataloguing and labelling systems
- g. Strategies to seek out sources of knowledge of products and use this information to inform work
- h. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- i. Documentation requirements including reports and records concerning damaged or contaminated goods
- j. Housekeeping standards procedures required in the workplace
- k. Site layout and obstacles
- l. Ability to select and use relevant communications, computing and load handling equipment
- m. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- n. Ability to read and comprehend simple statements in English
- o. Ability to read and interpret instructions, procedures and labels relevant to the handling and storage of goods
- p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
- q. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

r. Ability to estimate the size, shape and special requirements of goods/loads

**Resource implications**

a. Access is required to opportunities to:

- a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use product knowledge to complete work operations, and/or
- a.2. use product knowledge to complete work operations in an appropriate range of operational situations

**Consistency in performance**

a. Applies underpinning knowledge and skills when:

- a.1. locating, interpreting and applying relevant product information
- a.2. identifying products/stock
- a.3. identifying properties and purposes of specific categories of goods
- a.4. interpreting and using workplace policies, procedures and practices in relation to product location, and condition
- a.5. using workplace maps and location guides with inventory systems to physically locate goods in an efficient manner
- a.6. providing customer/client service and working effectively with others
- a.7. conveying information in written and oral form
- a.8. maintaining workplace records
- b. Shows evidence of application of relevant workplace procedures including:
  - b.1. relevant codes of practice, regulations and legislative requirements
  - b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances
  - b.3. workplace procedures and work instructions concerning the identification, handling and storage of various categories of products (including housekeeping and security procedures)
  - b.4. obtaining assistance from other team members when required
  - b.5. customer service and quality assurance procedures and policies
  - b.6. OHS regulations and hazard prevention policies and procedures
  - b.7. environmental protection procedures
- c. Action is taken promptly to report and/or rectify any potential difficulties in the identification, handling and storage of goods in accordance with relevant regulatory requirements and workplace procedures
- d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

- a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
- a.2. Appropriate practical assessment must occur:
  - a.2.1. at the Registered Training Organisation, and/or
  - a.2.2. in an appropriate work situation

## Range Statement

### General context

- a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock
- b. Work is performed under some supervision generally within a team environment
- c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries

### Worksite environment

- a. Work may be conducted in a range of work environments by day or night
- b. Customers may be internal or external
- c. Workplaces may comprise large, medium or small worksites
- d. Work may be conducted in:
  - d.1. limited or restricted spaces
  - d.2. exposed conditions
  - d.3. controlled or open environments
- e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
- f. Inventory systems may be:
  - f.1. automated
  - f.2. manual
  - f.3. paper-based
  - f.4. computerised
  - f.5. microfiche
- g. Categories or groups of products/stock may include:
  - g.1. small parts
  - g.2. perishable goods
  - g.3. overseas export
  - g.4. dangerous goods
  - g.5. refrigerated products
  - g.6. temperature controlled stock
  - g.7. fragile goods
- h. Distinguishing identification criteria for products may include:
  - h.1. shape
  - h.2. size
  - h.3. colour
  - h.4. distinguishing features
  - h.5. codes and product identification/serial numbers
  - h.6. labels
  - h.7. signs or other documentation
  - h.8. locations
- i. The characteristics of products/stock may include:
  - i.1. small parts
  - i.2. toxicity
  - i.3. flammability
  - i.4. form



- i.5. weight
- i.6. size
- i.7. state
- i.8. perishability
- i.9. fragility
- i.10. security risk
- j. Labelling systems may include:
  - j.1. batch code
  - j.2. bar code
  - j.3. identification numbering systems
  - j.4. serial numbers
  - j.5. symbols for safe handling
  - j.6. ADG and HAZCHEM Codes
- k. Communication in the work area may include:
  - k.1. phone
  - k.2. electronic data interchange (EDI)
  - k.3. fax
  - k.4. e-mail
  - k.5. Internet
  - k.6. RF systems
  - k.7. oral, aural or signed communications
- l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - l.1. company procedures
  - l.2. enterprise procedures
  - l.3. organisational procedures
  - l.4. established procedures
- m. Personal protection equipment may include:
  - m.1. gloves
  - m.2. safety headwear and footwear
  - m.3. safety glasses
  - m.4. two-way radios
  - m.5. high visibility clothing
- n. Consultative processes may involve:
  - n.1. other employees and supervisors
  - n.2. suppliers, customers and clients
  - n.3. relevant authorities and institutions
  - n.4. management and union representatives
  - n.5. industrial relations and OHS specialists
  - n.6. other maintenance, professional or technical staff
- o. Hazards in the work area may include:
  - o.1. chemicals
  - o.2. dangerous or hazardous substances
  - o.3. movements of equipment, goods and materials
  - o.4. oil or water on floor
  - o.5. a fire or explosion
  - o.6. damaged packaging or pallets
  - o.7. debris on floor

- o.8. faulty racking
- o.9. poorly stacked pallets
- o.10. faulty equipment

**Sources of information/documents****a. Information/documents may include:**

- a.1. goods identification numbers and codes
- a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods
- a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- a.5. operations manuals, job specifications and induction documentation
- a.6. manufacturer's specifications for equipment
- a.7. workplace procedures and policies
- a.8. supplier and/or client instructions
- a.9. dangerous goods declarations and material safety data sheets (where applicable)
- a.10. award, enterprise bargaining agreement, other industrial arrangements
- a.11. relevant Australian standards and certification requirements
- a.12. quality assurance procedures
- a.13. emergency procedures

**Applicable regulations and legislation****a. Applicable regulations and legislation may include:**

- a.1. relevant codes and regulations for the packaging of goods
- a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - a.2.1. Australian and International Dangerous Goods Codes
  - a.2.2. Australian and International Explosives Codes
- a.3. licence, patent or copyright arrangements
- a.4. water and road use and licence arrangements
- a.5. export/import/quarantine/bond requirements
- a.6. marine orders
- a.7. relevant State/Territory OHS and environmental protection legislation
- a.8. workplace relations regulations
- a.9. workers compensation regulations

**General context**

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  - m.1. gloves
  - m.2. safety headwear and footwear
  - m.3. safety glasses
  - m.4. two-way radios
  - m.5. high visibility clothing
- n. Consultative processes may involve:
  - n.1. other employees and supervisors
  - n.2. suppliers, customers and clients
  - n.3. relevant authorities and institutions
  - n.4. management and union representatives
  - n.5. industrial relations and OHS specialists
  - n.6. other maintenance, professional or technical staff
- o. Hazards in the work area may include:
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  - a.5. operations manuals, job specifications and induction documentation
  - a.6. manufacturer's specifications for equipment
  - a.7. workplace procedures and policies
  - a.8. supplier and/or client instructions
  - a.9. dangerous goods declarations and material safety data sheets (where applicable)

- a.10. award, enterprise bargaining agreement, other industrial arrangements
- a.11. relevant Australian standards and certification requirements
- a.12. quality assurance procedures
- a.13. emergency procedures

**Applicable regulations and legislation**

- a. Applicable regulations and legislation may include:
  - a.1. relevant codes and regulations for the packaging of goods
  - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
    - a.2.1. Australian and International Dangerous Goods Codes
    - a.2.2. Australian and International Explosives Codes
  - a.3. licence, patent or copyright arrangements
  - a.4. water and road use and licence arrangements
  - a.5. export/import/quarantine/bond requirements
  - a.6. marine orders
  - a.7. relevant State/Territory OHS and environmental protection legislation
  - a.8. workplace relations regulations
  - a.9. workers compensation regulations

**Unit Sector(s)**

Not applicable.