



Australian Government

Department of Education, Employment and Workplace Relations

MEM11013B Undertake warehouse receival process

Release: 1

MEM11013B Undertake warehouse receipt process

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers checking supplier documentation, confirming the quality and quantity of received goods, arranging the unloading of goods and preparing, locating and storing goods.
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Application of the Unit

Application of the unit	<p>This unit applies to the receipt of goods in a store or warehousing environment and the application of the knowledge of warehouse systems and procedures.</p> <p>Complementary communication, planning and quality skills are described in the appropriate core units.</p> <p>If load shifting equipment operation skills are required, Unit MEM11010B (Operate mobile load shifting equipment) should be accessed.</p> <p>If hazardous goods are received and handled, Unit MEM13003B (Work safely with industrial chemicals and materials) should also be accessed.</p> <p>If the received goods are bulk fluids or gases (i.e. large commercial quantities), then Unit MEM11009B (Handle/move bulk fluids/gases) may also apply.</p> <p>Band: A</p> <p>Unit Weight: 4</p>
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM11011B	Undertake manual handling

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Check supplier documentation	1.1. Supplier documentation is checked against order according to standard operating procedures.
2. Confirm the quality and quantity of received goods	2.1. The quality and quantity of goods are checked against order and supplier documentation. 2.2. Incorrect and damaged goods are identified and appropriate action is taken to standard operating procedures.
3. Arrange unloading of goods	3.1. Goods requiring special unloading procedures are identified. 3.2. Goods are unloaded using manual handling or appropriate lifting equipment. 3.3. Carrier or supplier documentation is signed or processed according to standard operating procedures.
4. Prepare, locate and store received goods	4.1. Goods are prepared for storage according to standard operating procedures. 4.2. Signs, codes or labels are applied according to standard operating procedures. 4.3. Inventory records documentation is completed. 4.4. Storage location is identified. 4.5. Goods are stored in correct location using appropriate materials handling techniques.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
<p>Look for evidence that confirms skills in:</p> <ul style="list-style-type: none"> • interpreting information on job instructions, orders, supplier documents, signs, codes, labels and other applicable reference documents • checking orders, quantities, descriptions and supplier documentation • maintaining goods inwards documentation • manual handling within the scope of this unit

REQUIRED SKILLS AND KNOWLEDGE

- selecting and using appropriate lifting equipment
- operating lifting equipment for goods inwards
- selecting storage procedures and processes, including labelling
- entering information onto manual and electronic workplace documents

Required knowledge

Look for evidence that confirms knowledge of:

- relevant legislation, regulations and codes
- checking and recording processes and procedures
- handling of hazardous goods
- storage procedures and processes, including labelling
- safe work practices and procedures
- hazards and control measures associated with undertaking warehouse receipt processes

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to undertake warehouse receipt processes. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, i.e. the candidate is not in productive work, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with warehouse receipt processes or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning should not require language, literacy and numeracy skills beyond those required in this unit. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE

Guidance information for assessment	
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Documentation

Documentation	Invoice, carrier or supplier documentation, purchase specifications
Special unloading procedures	Special unloading procedures may be required in respect of hazardous goods, chemicals/poisons and goods where size, shape, fragility require special procedures
Lifting equipment	Hand trolleys, wheelbarrows, motorised/hand pallet trucks (not sit on), hand carts, and dedicated production or process lifting equipment such as baskets, spreader bars, cradles or the like attached to lifting equipment
Codes	Dangerous goods acts and regulations, storage of chemicals/poisons, industry codes of practice, environmental codes etc.

Special unloading procedures**Lifting equipment****Codes****Unit Sector(s)**

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Materials handling
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