



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1507C Complete receiptal/despatch documentation

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete receiptal/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receiptal/despatch documentation.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the completion of receiptal/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Analyse order to identify work requirements to fill order	<p>1.1 Order request documentation is interpreted</p> <p>1.2 Product(s) in order are noted and workplace location(s) are identified</p> <p>1.3 Workplace and product knowledge is used to organise documentation</p> <p>1.4 Required schedules for order movement are identified and noted where required</p> <p>1.5 Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted</p>
2 Follow workplace order documentation processes	<p>2.1 Workplace procedures for documentation of an order are identified</p> <p>2.2 Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements</p>
3 Finalise documentation	<p>3.1 Order is checked against schedule and order form</p> <p>3.2 Workplace records are completed, and labels and appropriate documentation are attached in accordance with workplace procedures and any relevant regulatory requirements</p> <p>3.3 Special transportation requirements are identified and conveyed to appropriate personnel</p> <p>3.4 Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the completion of receipt/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the completion of receipt/despatch documentation

Focus of operation of work systems, equipment, management and site operating systems for the receiving and despatch of goods

Problems that may occur when completing receipt and despatch documentation and appropriate action that can be taken to resolve the problems

Specifications and standards for the checking and inspection of received and despatched goods

Documentation requirements for the receipt and despatch of goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when completing receipt and despatch documentation

Read and interpret instructions, procedures and labels relevant to the completion of receipt and despatch documentation

Complete receipt and despatch documentation

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Work collaboratively with others when completing receipt and despatch documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when completing receipt and despatch documentation in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer, communication and office equipment when completing receipt and despatch documentation

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

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

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

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

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

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.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Received/despatched goods may involve:	special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Problems that may occur when receiving/despatching goods include:	damaged stock damaged pallets or packaging wrong stock error in paperwork poorly stacked stock incorrect quantity
Aspects of goods to be checked when receiving/despatching goods may include:	correct type number condition quality packaging labelling dangerous goods declarations and marking (where applicable)
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and

	materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	poorly stacked pallets
	faulty equipment
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	drivers and agents
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise

transfers, stock requisitions and bar codes
codes of practice and regulations relevant to the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

operations manuals, job specifications and induction documentation

manufacturers specifications for equipment

workplace procedures and policies

supplier and/or client instructions

dangerous goods declarations and material safety data sheets (where applicable)

award, enterprise bargaining agreement, other industrial arrangements

relevant Australian standards and certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations for the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air Regulations

Australian and international explosives codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock