



Australian Government

Department of Education, Employment and Workplace Relations

TLIA3907B Receive and store stock

Release: 1

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Modification History

Unit Descriptor

This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the receipt and storage of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to safely and efficiently receive and store stock in a workplace store.

Licensing/Regulatory Information

Pre-Requisites

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 Take delivery of stock	<p>1.1 Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures</p> <p>1.2 Variations are accurately identified, recorded and communicated to the appropriate person</p> <p>1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy</p>
2 Store stock	<p>2.1 All stock is promptly and safely transported to an appropriate storage area without damage</p> <p>2.2 Stock is stored in the appropriate location within the area and in accordance with workplace security procedures</p> <p>2.3 Appropriate personal protective equipment is correctly used during receipt and storage operations</p> <p>2.4 Stock levels are accurately recorded in accordance with workplace procedures</p> <p>2.5 Stock is labelled in accordance with workplace procedures</p>
3 Rotate and maintain stock	<p>3.1 Stock is rotated, where required, in accordance with workplace policy</p> <p>3.2 Stock is moved using appropriate equipment, if necessary, in accordance with OH&S requirements, relevant regulations and workplace procedures</p> <p>3.3 Quality of stock is checked and reported</p> <p>3.4 Appropriate action is taken where the quality of the stock is found to be outside specified standards</p> <p>3.5 Stock is placed in storage or disposed of in accordance with workplace policy</p>

- 4 **Complete documentation**
- 4.1 All required records and documentation are completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)

Relevant OH&S and environmental procedures and regulations

Principles of stock control

Stock control documentation and systems used in workplace stores

Interpretation of workplace specifications and orders for supplies

Stock security systems

Safe lifting and handling procedures

Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology

Code of practice for working collaboratively with others

Systems for the completion of relevant records and documentation

Problems that may occur when receiving and storing stock and appropriate action that can be taken to resolve the problems

Contacts and sources of information and documentation needed when receiving and storing stock

Site layout

The purpose and procedures for the use of relevant personal protective equipment

Customer service policies and procedures

Procedures for operating electronic communications equipment

Required skills:

Communicate effectively with others when receiving and storing stock

Read and interpret instructions, procedures and labels relevant to receiving and storing

stock

Complete documentation related to receiving and storing stock

Work collaboratively with others when receiving and storing stock

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

Promptly report and/or rectify any identified problems that may occur when receiving and storing stock in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

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

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Select and use relevant communication and computing equipment when receiving and storing stock

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.

This unit may apply to:	any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)
Suppliers may be:	internal or external
Requirements for work may include:	workplace protocols and procedures communications equipment workplace operations manuals relevant regulations, authorities and permits hours of operation relevant record keeping requirements workplace quality and customer service standards
Stock control and record systems may be:	manual computerised
Stock may include but is not limited to:	production materials packaging materials equipment and tools office and stationery supplies forms, brochures and documents vouchers and tickets merchandise for sale linen food and beverage supplies
Consultative processes may involve:	suppliers, representatives and drivers relevant authorities other employees and supervisors

	management
	other professional or technical staff
Communications systems may involve:	telephone
	fax
	email
	electronic data transfer of information
	mail
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 but is not limited to:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Documentation/records may include:	workplace protocols and procedures
	workplace specifications for the stock concerned
	relevant regulations
	supplier instructions
	operations manuals
	documentation including order forms, standard letters, etc.
	induction documentation
	delivery options
	relevant Australian and international standards, criteria and certification requirements
	communications technology equipment, oral, aural or signed communications
	quality assurance procedures
	emergency procedures
	relevant competency standards and training

Applicable procedures and codes may include:

materials

relevant regulations and codes of practice for receipt and storage of stock concerned

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 and International Explosives Codes

Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Competency Field

A - Handling Cargo/Stock