



Australian Government

Department of Education, Employment and Workplace Relations

TLIA2014A Use product knowledge to complete work operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

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.

Work is performed under some supervision generally within a team environment. It 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.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT	PERFORMANCE CRITERIA
1 Identify products in a subsection of a warehouse or other storage area	1.1 Products are identified against specified criteria in accordance with workplace procedures 1.2 Storage and handling characteristics are identified and applied consistently 1.3 Products are described to internal customers identifying features which may affect location, safety or storage requirements
2 Examine quality and report on products	2.1 Products are inspected in accordance with workplace quality assurance procedures 2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable 2.3 Non-conforming products are recorded/reported in accordance with workplace procedures
3 Use inventory and labelling systems to identify and locate products	3.1 Inventory and labelling systems are used to locate products within the workplace 3.2 Goods are physically located and identified

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 codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products
- Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- Categories or groups of products and the special handling, stacking and storage requirements for each
- Purpose and use of cataloguing and labelling systems
- Strategies to seek out sources of knowledge of products and use this information to inform work
- Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods

REQUIRED KNOWLEDGE AND SKILLS

- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when handling, transporting and storing products and providing information on products and services
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Complete documentation related to work activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Adapt to differences in products and services in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and load handling equipment
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

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

EVIDENCE GUIDE

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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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

RANGE STATEMENT

- Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
- Inventory systems may be:
- automated
 - manual
 - paper-based
 - computerised
 - microfiche
- Categories or groups of products/stock may include:
- small parts
 - perishable goods
 - overseas export
 - dangerous goods
 - refrigerated products
 - temperature controlled stock
 - fragile goods
- Distinguishing identification criteria for products may include:
- shape
 - size
 - colour
 - distinguishing features
 - codes and product identification/serial numbers
 - labels
 - signs or other documentation
 - locations
- The characteristics of products/stock may include:
- small parts
 - toxicity
 - flammability
 - form
 - weight
 - size
 - state
 - perishability
 - fragility
 - security risk
- Labelling systems may include:
- batch code
 - bar code
 - identification numbering systems
 - serial numbers
 - symbols for safe handling
 - ADG and HAZCHEM Codes
- Communication in the work area
- phone

RANGE STATEMENT

may include:

- 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

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Hazards in the work area may include:

- 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
- faulty racking
- poorly stacked pallets
- faulty equipment

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 identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction

RANGE STATEMENT

- 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 packaging 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 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

Competency Field A - Handling Cargo/Stock