



**Australian Government**

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

# **TLIA3015A Complete receiptal/despatch documentation**

**Release: 1**

## **TLIA3015A Complete receiptal/despatch documentation**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **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. 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 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**

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

## 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

## REQUIRED KNOWLEDGE AND SKILLS

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

### 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**

- 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

## EVIDENCE GUIDE

### unit

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/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

## RANGE STATEMENT

- 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)

## RANGE STATEMENT

- 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



**RANGE STATEMENT**

- 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**

**Competency Field**                    A - Handling Cargo/Stock