



**Australian Government**

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

# **TLIA3017A Identify products and store to specifications**

**Release: 1**

## **TLIA3017A Identify products and store to specifications**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems. Licensing, legislative, regulatory or certification requirements may be 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 organisation of work operations 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 Identify and categorise products</b>	1.1 Products are identified and categorised in terms of specified criteria in accordance with workplace procedures
<b>2 Match products to locations based on specified criteria</b>	2.1 Locations for products are determined based on specified criteria 2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements
<b>3 Assist individuals to solve stock identification and location problems</b>	3.1 New stock items are identified and particular product information is brought to the attention of relevant personnel 3.2 Stock queries are predicted and team members are assisted to locate and assimilate information relevant to these products 3.3 Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel 3.4 Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills
<b>4 Identify appropriate transfer and handling requirements</b>	4.1 Resources used to transfer different products through the storage zones are identified and evaluated 4.2 Work in receival and despatch areas is supported by identification and reporting of variances 4.3 Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems 4.4 Relevant documentation is completed in accordance with workplace procedures
<b>5 Contribute to continuous improvement</b>	5.1 Knowledge of customer requirements is used to determine work design 5.2 Potential problems are predicted and notified to appropriate personnel 5.3 Opportunities for improvements to own work organisation are 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 AND SKILLS

### Required knowledge:

- Australian codes and regulations relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Product sources, destinations and potential problems
- Re-ordering procedures and just-in-time planning principles
- Requirements for workplace documentation, inventory systems and records
- Sources of product information
- 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
- 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 organising workplace activities
- Access, read and interpret product information, policies and regulatory requirements relevant to workplace operations
- Complete documentation related to the organisation of work activities
- Work collaboratively with others when organising workplace activities
- 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 arise when organising workplace activities in accordance with regulatory requirements and workplace procedures
- Use information on products/stock to determine, plan and organise processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes
- 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

**Required skills:**

- Operate and adapt to differences in products and services in accordance with standard operating procedures
- Organise and monitor the use of personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication, computing and office equipment when organising workplace activities

**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

**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**

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated

## EVIDENCE GUIDE

- environment , 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:   | <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>  |
| Customers may be:  | <ul style="list-style-type: none"> <li>• internal or external</li> </ul>  |
| Workplaces may comprise:   | <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>  |
| Workplace activities being organised may include but are not limited to: | <ul style="list-style-type: none"> <li>• receipt</li> <li>• storage</li> <li>• goods/stock movement</li> <li>• despatch</li> <li>• stock levels</li> <li>• re-ordering processes</li> </ul>   |
| Work may be conducted in:  | <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>  |
| Goods may involve:   | <ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods</li> </ul>   |
| Modes of transfer may be:  | <ul style="list-style-type: none"> <li>• manual or motorised</li> </ul>   |
| Storage types may include but are not limited to:                        | <ul style="list-style-type: none"> <li>• bin/binning systems</li> <li>• rack refrigeration/freezers/cold rooms</li> <li>• marked floor space</li> <li>• containers</li> <li>• racks and racking systems</li> <li>• block/stacks</li> <li>• pallets</li> </ul> |
| Inventory systems may be:  | <ul style="list-style-type: none"> <li>• automated</li> <li>• manual</li> <li>• paper-based</li> </ul>  |

## RANGE STATEMENT

- Categories or groups of products/stock may include:
- computerised
  - microfiche
  - small parts
  - perishable goods
  - overseas export
  - dangerous goods
  - refrigerated products
  - temperature controlled stock
  - fragile goods
- The characteristics of products/stock may include:
- small parts
  - toxicity
  - flammability
  - form
  - weight
  - size
  - state
  - perishability
  - fragility
  - security risk
- Labelling systems may include but are not limited to:
- batch code
  - bar code
  - identification numbering systems
  - serial numbers
  - symbols for safe handling
  - ADG and HAZCHEM Codes
- 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
- Communication in the work area may include:
- phone
  - electronic data interchange (EDI)
  - fax
  - email
  - internet



## RANGE STATEMENT

- 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
- Information/documents may include:
- goods identification numbers and codes
  - manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number
  - codes of practice and regulations relevant to workplace operations
  - 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 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
- relevant codes and regulations for the packaging of goods
  - Australian and international regulations and codes of

**RANGE STATEMENT**

legislation may include:

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