



**Australian Government**

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

# **TLIA3039A Receive and store stock**

**Release: 1**

## **TLIA3039A Receive and store stock**

### **Modification History**

Not Applicable

### **Unit Descriptor**

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

### **Application of the Unit**

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Work must be 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**

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 Take delivery of stock</b>	<ul style="list-style-type: none"><li>1.1 Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures</li><li>1.2 Variations are accurately identified, recorded and communicated to the appropriate person</li><li>1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy</li></ul>
<b>2 Store stock</b>	<ul style="list-style-type: none"><li>2.1 All stock is promptly and safely transported to an appropriate storage area without damage</li><li>2.2 Stock is stored in the appropriate location within the area and in accordance with workplace security procedures</li><li>2.3 Appropriate personal protective equipment is correctly used during receipt and storage operations</li><li>2.4 Stock levels are accurately recorded in accordance with workplace procedures</li><li>2.5 Stock is labelled in accordance with workplace procedures</li></ul>
<b>3 Rotate and maintain stock</b>	<ul style="list-style-type: none"><li>3.1 Stock is rotated, where required, in accordance with workplace policy</li><li>3.2 Stock is moved using appropriate equipment, if necessary, in accordance with OH&amp;S requirements, relevant regulations and workplace procedures</li><li>3.3 Quality of stock is checked and reported</li><li>3.4 Appropriate action is taken where the quality of the stock is found to be outside specified standards</li><li>3.5 Stock is placed in storage or disposed of in accordance with workplace policy</li></ul>
<b>4 Complete documentation</b>	<ul style="list-style-type: none"><li>4.1 All required records and documentation are completed in accordance with workplace procedures</li></ul>

## 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)

## REQUIRED KNOWLEDGE AND SKILLS

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

**Required skills:**

- 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****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/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:

## EVIDENCE GUIDE

- 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.

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

## RANGE STATEMENT

- |   |  |
|---|--|
| Communications systems may involve:   | <ul style="list-style-type: none"><li>• management</li><li>• other professional or technical staff</li><li>• telephone</li><li>• fax</li><li>• email</li><li>• electronic data transfer of information</li><li>• mail</li></ul>  |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"><li>• company procedures</li><li>• enterprise procedures</li><li>• organisational procedures</li><li>• established procedures</li></ul>  |
| Personal protective equipment may include but is not limited to:  | <ul style="list-style-type: none"><li>• gloves</li><li>• safety headwear and footwear</li><li>• safety glasses</li><li>• two-way radios</li><li>• high visibility clothing</li></ul>   |
| Documentation/records may include:  | <ul style="list-style-type: none"><li>• workplace protocols and procedures</li><li>• workplace specifications for the stock concerned</li><li>• relevant regulations</li><li>• supplier instructions</li><li>• operations manuals</li><li>• documentation including order forms, standard letters, etc.</li><li>• induction documentation</li><li>• delivery options</li><li>• relevant Australian and international standards, criteria and certification requirements</li><li>• communications technology equipment, oral, aural or signed communications</li><li>• quality assurance procedures</li><li>• emergency procedures</li><li>• relevant competency standards and training materials</li></ul> |
| Applicable procedures and codes may include:  | <ul style="list-style-type: none"><li>• relevant regulations and codes of practice for receipt and storage of stock concerned</li><li>• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none"><li>• Australian and International Dangerous Goods Codes</li><li>• Australian and International Explosives Codes</li></ul></li><li>• Australian and international standards and certification requirements</li></ul>  |



**RANGE STATEMENT**

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**Unit Sector(s)**

Not Applicable

**Competency Field**

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