



Australian Government

Department of Education, Employment and Workplace Relations

TLIP4040A Monitor warehouse operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to monitor warehouse operations and identify and report issues and possible improvements. It requires knowledge of different types of warehouses and their functions and organisational requirements. This includes the use of warehouse equipment, inventory and stock control processes, information technology and communication systems, warehouse security arrangements and the application of engineered standards. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit

Work may be undertaken in various contexts within the transport and logistics industry.

Work involves the responsibility for the monitoring of warehouse operations. Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

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 Determine warehouse operational requirements	1.1 Standard operating procedures for warehouse operations are accessed 1.2 Own areas of responsibility and reporting lines for issues outside own scope of authority are determined 1.3 Applicable legislative requirements are identified
2 Identify the different types of warehouses	2.1 Different types of warehouses and their functions are analysed 2.2 The range of products/goods stored within various types of warehouses is identified 2.3 Storage plan for a range of inventory is developed, in accordance with enterprise procedures (including materials handling equipment) and legislative requirements
3 Identify functions of warehouse operations	3.1 Warehouse operations of receiving, order picking and packing, despatch, stocktaking and replenishment are confirmed 3.2 Different types of documentation required for warehouse operations are used and interpreted 3.3 Flow of goods through the warehouse from the receiving area to despatch is identified 3.4 Characteristics of goods which may have an impact on storage/handling methods and requirements are investigated
4 Use warehouse equipment	4.1 Purpose and types of materials handling equipment commonly used in warehouses are confirmed 4.2 Storage systems commonly used in warehouses, and their functions, are identified 4.3 Correct use and load capacity of storage systems are determined, according to manufacturers specifications and organisational policies and procedures 4.4 Manually operated materials handling equipment is used correctly, and according to legislative and regulatory requirements and organisational policies and procedures
5 Use a range of information technologies employed in a warehouse	5.1 Information technological systems used in the warehouse operations are identified 5.2 Use and impact of data capturing systems used within warehouse operations is analysed 5.3 Data capturing devices are used to record inventory in a warehouse operation 5.4 The impact of information technology and communication systems used in the warehouse is identified 5.5 Communication system is used to monitor goods and products in a warehouse operation 5.6 Warehouse management systems are used to monitor the flow

ELEMENT	PERFORMANCE CRITERIA
	of inventory in warehouse operations
6 Participate in inventory/stock control procedures	6.1 Inventory and stock control principles are identified 6.2 Methods and processes are utilised for determining stock, replenishment and reordering levels 6.3 A range of reordering methods are implemented 6.4 Factors that impact on reordering and stock control levels are identified 6.5 Inventory count of a stock item is performed, the need for replenishment is determined and a stock item is reordered if required
7 Apply engineered standards to warehouse operations	7.1 The general principle of engineered standards is identified 7.2 The main measurements and collection methods required to support engineered standards are used 7.3 Application of engineered standards to various warehousing tasks is determined
8 Report on warehouse security	8.1 Warehouse security arrangements are complied with 8.2 Security objectives are determined 8.3 Internal and external security threats and exposures as they relate to warehouses are evaluated 8.4 Measures to improve security arrangements are reported

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 sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of warehouse operations, including inventory storage
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining to effective monitoring and reporting of warehouse operations
- Principles of operation and functions of inventory systems
- Different types of inventory systems and stock management approaches applicable to a range of warehouse styles and sizes to enable the control of stock
- Workplace processes for records management and the production of inventory reports

REQUIRED KNOWLEDGE AND SKILLS

- Computer records/documentation requirements for stock control, including forms, checklists and inventory reports applicable to the workplace
- Housekeeping standards procedures required in the workplace
- Range of different warehouse structures/types and applications/functions of warehouse to enable the storage of a range of products and goods
- Role and impact of information technology, including record systems, in warehouse operations
- Impact of engineered standards on warehouse operations
- Warehouse security processes to enable identifying and reporting measures to improve security in the workplace
- Software applications commonly used in warehouse operations

Required skills:

- Communicate effectively with others when monitoring warehouse operations
- Report and record non-compliance issues
- Advise recommendations regarding possible improvements to warehouse operations, including measures to improve security arrangements
- Read and interpret relevant work requirements, policies, procedures and other information relevant to monitoring warehouse operations
- Complete documentation and provide reports related to monitoring warehouse operations
- Use numeracy skills relevant to warehouse operations, including inventory and stock control
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when monitoring warehouse operations in accordance with applicable regulatory requirements and workplace procedures
- Monitor and anticipate operational problems, hazards and risks, including security breaches, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities when monitoring warehouse operations
- Correctly and safely operate relevant equipment, including use of manually operated materials handling equipment, when monitoring warehouse operations
- Use appropriate technology, including software and communication systems, to enable the monitoring of goods and products in the workplace

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

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- 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, 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.

RANGE STATEMENT

Applicable legislation and regulations may include:

- licensing
- OH&S
- environmental sustainability
- permits
- dangerous goods and hazardous substances storage and identification

Types of warehouses and their functions may include:

- size and height
- capital outlays/cost
- facility layout and support systems
- temperature controlled
- cold storage
- process layouts for various products
- bulk
- distribution centres
- high security
- automated
- manual
- private
- leased

Warehouse management systems may include:

- IRSPS Inventory, receiving, storing, picking and shipping
- warehouse inventory tracking solution
- Radio Frequency IDentification (RFID) and bar code
- forklift truck mounted devices with bar code readers
- Inventory Controller

Materials handling equipment may include:

- fork lifts
- high rise stackers
- mobile/fixed
- conveyors
- cranes/mobile hoists
- manually operated equipment
- wrappers - sheet, shrink or tape

Organisational policies and procedures may include:

- OH&S
- environmental sustainability
- standard operating procedures (SOP)
- safe work procedures (SWP)
- documentation requirements
- security procedures
- reporting procedures
- business operations/objectives and targets
- service standards

RANGE STATEMENT

Receiving, order picking and packing, despatch, stocktaking and replenishment may include:

- automated/semi-automated
- order picking/despatch processes
- conveyor belts
- inventory systems
- coding systems, including batch/bar codes/RFID
- technology, robotics, computers
- human/machine systems
- manual labour
- integrated systems - inventory
- management information systems
- bar coding/RFID readers
- cross docking
- temperature and humidity
- controlled environments

Inventory and stock control may include:

- data management - inventory control
- materials handling
- product recognition/scanning
- stocktaking
- transporting systems
- computer controlled vehicles
- order sorting storage systems

Products/goods may include:

- small parts
- perishable goods
- overseas export
- dangerous goods and hazardous substances
- refrigerated products
- temperature controlled stock
- fragile goods
- toxicity
- flammability
- form/shape
- weight
- size

Engineered standards may include:

- definitions
- origins
- synthesis from data
- advantages/limitations
- ergonomic issues
- time measurement units

RANGE STATEMENT

- Warehouse security may include:
- risk analysis
 - type, location, quantity of stock
 - pilferage
 - surveillance systems/processes
 - accident prevention
 - signage e.g. Hazchem
- Security threats may include:
- specific commodity vulnerabilities
 - special handling and safe storage
 - pilferage
 - break and entry
 - contraband
 - illegal import/export activity

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance