



Australian Government

Department of Education, Employment and Workplace Relations

AURS239508A Carry out warehousing procedures

Release: 1

AURS239508A Carry out warehousing procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence required to receive, store and dispatch goods at a local enterprise storage facility.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Receive incoming goods	1.1. Cleanliness and orderliness in receiving bay are maintained according to enterprise policy 1.2. Goods are unpacked using correct techniques and equipment in line with enterprise policy 1.3. Packing materials are removed and disposed of according to enterprise policy 1.4. Incoming stock is checked and validated against purchase orders and delivery documentation according to enterprise policy 1.5. Items received are inspected for damage, quality, use-by dates, breakage or discrepancies and documented according to enterprise policy 1.6. Stock levels are accurately documented on enterprise stock systems, according to enterprise policy
2. Store goods	2.1. Deliveries are promptly and safely transported to the storage area without damage to product or packaging 2.2. Containers are labelled according to contents 2.3. Goods are transferred to suitable containers and are placed safely in the storage area, with old stock to the front 2.4. Goods are stored at correct temperatures to maintain optimum quality 2.5. Storage procedures are carried out according to industry regulations/guidelines, occupational health and safety (OHS) legislation, statutory legislation and regulations and enterprise policies and procedures
3. Dispatch goods	3.1. Goods to be returned to supplier are identified and labelled with date, supplier and reason for return or referred to management 3.2. Credit request documentation is completed 3.3. Goods are stored securely while awaiting dispatch 3.4. Delivery documentation is completed 3.5. Special delivery instructions are noted 3.6. Items are packed safely and securely to avoid damage in transit 3.7. Goods are dispatched to appropriate area/department

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related warehousing procedures
- plain English literacy skills in relation to stock records and delivery documentation
- operation skills and techniques in following set routines and procedures
- work with others and in a team by consulting with experienced staff to carry out warehousing procedures
- numerical skills in relation to completing stock records and delivery documentation
- establish diagnostic processes including problem-solving and analytical skills for a range of unpredictable circumstances relevant to warehousing procedures
- technical skills in the use of electronic labelling/ticketing equipment and mechanical handling equipment

Required knowledge

- operational knowledge of enterprise policies and procedures in regard to:
 - storage of stock
 - enterprise labelling policy
 - product quality standards
 - unpacking of goods
 - out of date, missing or damaged stock
 - equipment used
 - stock location
 - waste disposal
 - methods of storage
 - delivery documentation
 - stock record documentation
 - dispatch documentation
- operational knowledge of manual handling and safe lifting techniques
- basic operational knowledge of legislation and statutory requirements, including OHS requirements
- basic operational knowledge of industry codes of practice

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential that competence in this unit signifies ability to transfer competency to changing circumstances and to respond to unusual circumstances in the critical aspects of:

- consistently applying enterprise policies and procedures, industry codes of practice and legislation and statutory requirements in regard to storage of stock
- consistently applying safe work practices in the manual handling and moving of stock, according to OHS legislation/regulations/codes of practice
- consistently applying safe work practices in the mechanical handling and moving of stock, according to OHS legislation/regulations/codes of practice
- interpreting and applying manufacturer/component supplier instructions with regard to handling stock and using equipment
- receiving and processing incoming goods and dispatching outgoing goods according to enterprise policies and procedures
- interpreting and processing information accurately and responsibly.

Context of, and specific resources for assessment

- Elements of competence contain both knowledge and practical components. Knowledge components may be assessed off the job. Practical components should be assessed on the job or in a simulated worksite
- Evidence is best gathered using products, processes and procedures of the individual workplace as the means by which the candidate achieves industry competencies
- The following are required:
 - a workplace or simulated workplace
 - access to equipment, including stock moving equipment, manual and electronic labelling/ticketing equipment and computers/stock recording equipment
 - documentation, such as invoices, packing slips, dispatch documentation, order forms, store policy and procedures manuals, OHS regulations, legislative and statutory requirements and industry codes of practice

EVIDENCE GUIDE	
	a qualified workplace assessor.
Method of assessment	- An integrated competency assessment approach is required to ensure that holistic assessment occurs for inter-related units of competency. This unit should be assessed in conjunction with other units within the context of the candidate's job role or function - It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements - Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Enterprise	Enterprises may vary in size, type and location, in the range of stock or goods to be stored, in the equipment used and in delivery procedures
Legislative requirements	Legislative requirements include: state/territory legislation related to OHS, particularly, manual and mechanical handling and storage/dispatch of hazardous substances
Stock	Stock may need to conform to established quality guidelines, and may vary according to seasonal and supplier availability

RANGE STATEMENT	
Stock handling	Stock may be moved manually or mechanically Handling techniques may vary according to stock characteristics and industry codes of practice
Staff	Staff may be full-time, part-time or casual and vary in terms of training and staffing levels. Staff may be operating in routine or busy trading conditions
Information	Information may include: enterprise policies and procedures with regard to stock or goods storage, dispatch and delivery, product manufacturer/component supplier specifications and industry codes of practice
OHS requirements	OHS requirements may include: state/territory legislation related to OHS, particularly manual and mechanical handling and storage/dispatch of hazardous substances

Unit Sector(s)

Unit sector	Sales
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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