



Australian Government

Department of Education, Employment and Workplace Relations

PMAOPS203B Handle goods

Revision Number: 1

PMAOPS203B Handle goods

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This competency covers the moving of goods into and out of a plant/chemical store. The operator would handle goods as part of their job role.
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Application of the Unit

Application of the unit	The operator needs to: • complete relevant paperwork • confirm the goods are complete and undamaged • take appropriate action with non-conforming goods and • handle chemicals, dangerous goods and goods which have special requirements regarding handling and storage. It is not intended for people whose major function is to operate a warehouse. Instead use relevant warehousing competency units from the Transport and Distribution Training Package. This competency is also not intended for those handling bulk goods in tank farms where <i>PMAOPS240 Store liquids in bulk</i> should be used. For operations involving bulk particulates, see <i>PMAOPS309 Operate particulates handling storage equipment</i>. This competency does not include the use of forklift trucks, which is instead covered by <i>TDTD1097B Operate a forklift</i>. Generally the operator would be part of a team during start up and shut down procedures and would be expected to be capable of demonstrating competence in all parts of this unit. At all times they would be liaising and cooperating with other members of the team.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	
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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. Prepare for work.	1.1. Identify work requirements 1.2. Identify and control hazards 1.3. Coordinate with appropriate personnel
2. Move goods into store.	2.1. Check paperwork and identity of goods 2.2. Check for completeness and damage 2.3. Take action on non-conforming goods/loads 2.4. Unload goods 2.5. Move goods to correct storage location 2.6. Store goods safely.
3. Move goods from store.	3.1. Interpret order/paperwork 3.2. Check and take action on special requirements (e.g., dangerous goods) as required 3.3. Select items to be moved based on age of stock and other requirements 3.4. Move goods from store 3.5. Load goods to procedures.
4. Complete goods movement records.	4.1. Complete goods movement records (in or out) 4.2. Update stock records as required 4.3. Complete other paperwork and records as required.
5. Respond to goods handling problems.	5.1. Monitor goods movements as appropriate 5.2. Recognise problems and inefficient goods movements 5.3. Analyse cause of movement problems within scope of skill level 5.4. Take timely and appropriate action to solve movement problems.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills

- efficient and effective operation of plant/equipment
- hazard analysis
- completing plant records
- communication
- problem solving.

Required knowledge

Understanding of store processes to a level needed to recognise and resolve non-standard situations to procedures. In particular it includes a knowledge of:

- paperwork related to this competency
- manual handling techniques
- handling and storage requirements of hazardous substances
- hazardous substances regulations
- regulations related to transporting hazardous substances
- duty of care
- materials safety data sheets (MSDSs)
- HAZCHEM symbols and codes
- spill containment and disposal procedures
- procedures related to this competency
- environmental requirements related to waste disposal
- workplace hazards and methods of controlling hazards.

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, the Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment of this unit should include demonstrated competence on actual plant and equipment in a work environment. The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.

Simulation may be required to allow for assessment of parts of this unit. Simulation should be based on the actual plant and will include walk-throughs of the relevant competency components. Simulations may also include the use of case studies/scenarios and role plays.

This unit of competency requires a significant body of knowledge which will be assessed through questioning and the use of what-if scenarios both on the plant (during demonstration of normal operations and walk throughs of abnormal operations) and off the plant.

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

Competence must be demonstrated in the ability to recognise and analyse potential situations requiring action and then in implementing appropriate corrective action. The emphasis should be on the ability to stay out of trouble rather than on recovery from a disaster. As well, competence must be demonstrated in safe handling/storage of goods, including dangerous or hazardous goods.

Consistent performance should be demonstrated. In particular look to see that:

- all relevant safety requirements are followed, including manual handling and safe handling/storage of hazardous substances
- early warning signs of equipment/processes needing attention or with potential problems are recognised
- the range of possible causes can be identified and analysed and the most likely cause determined
- appropriate action is taken to ensure a timely return

EVIDENCE GUIDE	
	to full performance obvious problems in related plant areas are recognised and an appropriate contribution made to their solution. These aspects may be best assessed using a range of scenarios/case studies/what-ifs as the stimulus with a walk-through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from the past incident history of the plant, incidents on similar plants around the world, hazard analysis activities and similar sources.
Context of and specific resources for assessment	Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios/case studies/what-ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions.
Method of assessment	In all plants it may be appropriate to assess this unit concurrently with relevant teamwork and communication units. Also consider co-assessment with units covering: - housekeeping - communication - forklift. In a major hazard facility, it may be appropriate to assess this unit concurrently with: <i>MSAPMOHS200A Work safely.</i>
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed

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. Add any 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.

Codes of practice/standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.
Context	This competency applies to a limited range of goods only, such as might typically be handled by a processing plant store. The goods would typically be packaged, and tasks could include loading or unloading trucks, tanker trucks and semi-bulk containers.
Paperwork/records	The terms 'paperwork' and 'records' mean any and all relevant information and data, whether manual, paper based, electronic or verbal, either relayed in person or by phone/radio/intranet, etc.
Moving goods into store and from store	This competency does not imply that moving goods into store and from store are conducted equally, or even using similar techniques.
Customers	Customers may be internal or external and loading/unloading goods may mean getting them onto/off a truck or simply from/to the next department.
Problems	Typical problems include: • compatibility of goods in loads and in storage • special storage requirements, eg temperature control • special handling requirements, eg fragile, dangerous goods • handling incomplete loads (either in or out) • handling damaged goods, goods with poor/missing labels • incomplete or incorrect paperwork.
Appropriate action	Appropriate action includes: • determining problems needing action • determining possible fault causes • rectifying problem using appropriate solution within area of responsibility • following through items initiated until final resolution has occurred • reporting problems outside area of responsibility to designated person.

RANGE STATEMENT	
Procedures	Procedures may be written, verbal, computer-based or in some other form. They include: • all work instructions • standard operating procedures • formulas/recipes • batch sheets • temporary instructions • any similar instructions provided for the smooth running of the plant. For the purposes of this Training Package, 'procedures' also includes good operating practice as may be defined by industry codes of practice (eg Responsible Care) and government regulations.
Health, safety and environment (HSE)	All operations to which this unit applies are subject to stringent health, safety and environment requirements, which may be imposed through State or Federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between Performance Criteria and HSE requirements, the HSE requirements take precedence.

Unit Sector(s)

Unit sector	Operational/technical
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Competency field

Competency field	
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Co-requisite units

Co-requisite units	
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