



Australian Government

Department of Education, Employment and Workplace Relations

TDTA1397B Receive goods

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Field A Handling cargo/stock

This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify workplace procedures and documentation requirements for the receipt of goods	1.1 Workplace procedures for receipt of goods are identified 1.2 Purpose of documents associated with the receipt of goods is interpreted 1.3 Workplace documentation requirements for the receipt of goods and reporting of damage are identified
2 Check and inspect goods on arrival and complete workplace documentation	2.1 Procedures for checking of goods in comparison with orders or manifests are identified and followed 2.2 Discrepancies and/or damaged goods are reported 2.3 Non-conforming goods are appropriately documented and despatched or stored in accordance with company procedures
3 Unload, unpack and store stock	3.1 Appropriate manual handling techniques and equipment are identified 3.2 Safe work procedures are used when unloading, unpacking and storing stock 3.3 Advice on appropriate storage locations and requirements for particular products is sought 3.4 Goods are unloaded and unpacked in accordance with workplace procedures 3.5 Assistance from others is sought when required to maintain safe and effective work 3.6 Directions are followed to store stock in appropriate areas

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence to be considered

- a. Assessment must confirm appropriate knowledge and skills to:
 - a.1. identify workplace procedures and documentation requirements for the receipt of goods
 - a.2. check and inspect goods and packaging on arrival and complete workplace documentation
 - a.3. unload, unpack and store stock
 - a.4. provide customer/client service and work effectively with others
 - a.5. convey information in written and oral form
 - a.6. maintain workplace records
 - a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

Interdependent assessment of units

- a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

Required knowledge and skills

- a. Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the receiving of goods
- d. Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods
- e. Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems
- f. Specifications and standards for the checking and inspection of received goods
- g. Documentation requirements for the receiving of goods
- h. Housekeeping standards procedures required in the workplace
- i. Site layout and obstacles
- j. Ability to select and use relevant load handling equipment and personal protection equipment when receiving goods
- k. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- l. Ability to read and comprehend simple statements in English
- m. Ability to read and interpret instructions, procedures and labels relevant to the receiving of goods
- n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
- o. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- p. Ability to estimate the size, shape and special requirements of goods/loads

Resource implications

- a. Access is required to opportunities to:
 - a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to package goods in accordance with regulatory requirements, and/or
 - a.2. package goods in accordance with relevant regulatory requirements in an appropriate range of operational situations

Consistency in performance

- a. Applies underpinning knowledge and skills when:
 - a.1. identifying workplace procedures and documentation requirements for the receipt of goods
 - a.2. checking and inspecting goods and packaging on arrival and completing workplace documentation
 - a.3. unloading, unpacking and storing stock
 - a.4. providing customer/client service and working effectively with others
 - a.5. conveying information in written and oral form
 - a.6. maintaining required workplace records
- b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the receiving of goods
 - b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances
 - b.3. OHS regulations and hazard prevention policies and procedures
 - b.4. workplace procedures and work instructions concerning the receiving of goods (including housekeeping and security procedures)
 - b.5. manufacturer's instructions for the use of equipment
 - b.6. procedures for the use of personal protection equipment
 - b.7. obtaining assistance from other team members when required
 - b.8. customer service and quality assurance procedures and policies
 - b.9. environmental protection procedures
- c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the receiving of goods in accordance with regulatory requirements and workplace procedures
- d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Context for assessment

- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

Critical aspects of evidence to be considered

- a. Assessment must confirm appropriate knowledge and skills to:
 - a.1. identify workplace procedures and documentation requirements for the receipt of goods
 - a.2. check and inspect goods and packaging on arrival and complete workplace documentation
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 - a.4. provide customer/client service and work effectively with others
 - a.5. convey information in written and oral form
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a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

Required knowledge and skills

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- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the receiving of goods
- d. Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods
- e. Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems
- f. Specifications and standards for the checking and inspection of received goods
- g. Documentation requirements for the receiving of goods
- h. Housekeeping standards procedures required in the workplace
- i. Site layout and obstacles
- j. Ability to select and use relevant load handling equipment and personal protection equipment when receiving goods
- k. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- l. Ability to read and comprehend simple statements in English
- m. Ability to read and interpret instructions, procedures and labels relevant to the receiving of goods
- n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
- o. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- p. Ability to estimate the size, shape and special requirements of goods/loads

Resource implications

a. Access is required to opportunities to:

- a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to package goods in accordance with regulatory requirements, and/or
- a.2. package goods in accordance with relevant regulatory requirements in an appropriate range of operational situations

Consistency in performance

a. Applies underpinning knowledge and skills when:

- a.1. identifying workplace procedures and documentation requirements for the receipt of goods
- a.2. checking and inspecting goods and packaging on arrival and completing workplace documentation
- a.3. unloading, unpacking and storing stock
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- a.5. conveying information in written and oral form
- a.6. maintaining required workplace records
- b. Shows evidence of application of relevant workplace procedures including:

- b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the receiving of goods
- b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances
- b.3. OHS regulations and hazard prevention policies and procedures
- b.4. workplace procedures and work instructions concerning the receiving of goods (including housekeeping and security procedures)
- b.5. manufacturer's instructions for the use of equipment
- b.6. procedures for the use of personal protection equipment
- b.7. obtaining assistance from other team members when required
- b.8. customer service and quality assurance procedures and policies
- b.9. environmental protection procedures
- c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the receiving of goods in accordance with regulatory requirements and workplace procedures
- d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
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Range Statement

General context

- a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods
- b. Work is performed under some supervision generally within a team environment
- c. Work involves the application of workplace procedures and regulatory requirements to the receiving of goods as part of work activities in the warehousing, distribution and/or storage industries

Worksite environment

- a. Work may be conducted in a range of work environments by day or night
- b. Customers may be internal or external
- c. Workplaces may comprise large, medium or small worksites
- d. Work may be conducted in:
 - d.1. limited or restricted spaces
 - d.2. exposed conditions
 - d.3. controlled or open environments
- e. Received goods may involve special handling and storage requirements, including temperature controlled goods and dangerous goods
- f. Problems that may occur when receiving goods may include:
 - f.1. damaged stock
 - f.2. damaged pallets or packaging
 - f.3. wrong stock
 - f.4. error in paperwork
 - f.5. poorly stacked stock
 - f.6. incorrect quantity
- g. Aspects of goods to be checked when receiving goods may include:
 - g.1. correct type
 - g.2. number
 - g.3. condition
 - g.4. quality
 - g.5. packaging
 - g.6. labelling
 - g.7. dangerous goods declarations and markings (where applicable)
- h. Hazards in the work area may include exposure to:
 - h.1. chemicals
 - h.2. dangerous or hazardous substances
 - h.3. movements of equipment, goods and materials
 - h.4. oil or water on floor
 - h.5. a fire or explosion
 - h.6. damaged packaging or pallets
 - h.7. debris on floor
 - h.8. poorly stacked pallets
 - h.9. faulty equipment
- i. Consultative processes may involve:
 - i.1. other employees and supervisors
 - i.2. suppliers, customers and clients
 - i.3. drivers and agents

- i.4. relevant authorities and institutions
- i.5. management and union representatives
- i.6. industrial relations and OHS specialists
- i.7. other maintenance, professional or technical staff
- j. Communication in the work area may include:
 - j.1. phone
 - j.2. electronic data interchange (EDI)
 - j.3. fax
 - j.4. e-mail
 - j.5. Internet
 - j.6. RF systems
 - j.7. oral, aural or signed communications
- k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
 - k.1. company procedures
 - k.2. enterprise procedures
 - k.3. organisational procedures
 - k.4. established procedures
- l. Personal protection equipment may include:
 - l.1. gloves
 - l.2. safety headwear and footwear
 - l.3. safety glasses
 - l.4. two-way radios
 - l.5. high visibility clothing

Sources of information/documents

- a. Information/documents may include:
 - a.1. goods identification numbers and codes
 - a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes
 - a.3. codes of practice and regulations relevant to the receiving of goods
 - a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - a.5. operations manuals, job specifications and induction documentation
 - a.6. manufacturer's specifications for equipment
 - a.7. workplace procedures and policies
 - a.8. supplier and/or client instructions
 - a.9. dangerous goods declarations and material safety data sheets (where applicable)
 - a.10. award, enterprise bargaining agreement, other industrial arrangements
 - a.11. relevant Australian standards and certification requirements
 - a.12. quality assurance procedures
 - a.13. emergency procedures

Applicable regulations and legislation

- a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations for the receiving of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations

- a.2.4. Australian and International Explosives Codes
- a.3. licence, patent or copyright arrangements
- a.4. water and road use and licence arrangements
- a.5. export/import/quarantine/bond requirements
- a.6. marine orders
- a.7. relevant State/Territory OHS and environmental protection legislation
- a.8. workplace relations regulations
- a.9. workers compensation regulations

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 - i.3. drivers and agents
 - i.4. relevant authorities and institutions
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Unit Sector(s)

Not applicable.