



Australian Government

TLIA0015 Organise receipt and despatch operations

Release: 1

TLIA0015 Organise receival and despatch operations

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to organise receival and despatch operations in accordance with regulations, codes of practice and workplace requirements in the transport and logistics industry.

It includes planning and organising receival operations, storing received stock, despatching ordered stock and completing documentation and records.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan and organise receival and despatch operations

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Product characteristics and workplace procedures are applied to stock analysis

1.2 Resources are identified to match product characteristics

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| | 1.3 | Timeframes are scheduled to enable receipt or despatch of stock according to workplace procedures |
| | 1.4 | Work processes are planned to meet specified timeframes |
| 2 | Organise the storage and despatch of stock | |
| | 2.1 | Employees, equipment and storage areas are allocated and supervised |
| | 2.2 | Individuals are informed of work requirements and deadlines |
| | 2.3 | Work processes are monitored to ensure human resources and equipment are maintained at productive levels in accordance with workplace procedures and work health and safety (WHS)/occupational health and safety (OHS) requirements |
| | 2.4 | Discrepancies in stocks are noted and reported in accordance with workplace procedures |
| 3 | Complete documentation | |
| | 3.1 | Documentation and records regarding receipt and despatch operations are confirmed |
| | 3.2 | Documentation and records are completed and proofread |
| | 3.3 | Documentation and records are processed in accordance with workplace procedures and relevant regulatory requirements |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces but is not equivalent to TLIA3018 Organise despatch operations and TLIA3019 Organise receipt operations.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0015 Organise receipt and despatch operations

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying contingency plans in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- communicating and working with others
- estimating size, shape and special requirements of goods and loads
- identifying relevant stock and goods coding and labelling
- monitoring work activities in terms of specified deadlines
- operating and selecting equipment in accordance with operating procedures
- reading, interpreting and following relevant instructions, procedures, labels, information and signs
- selecting and using relevant equipment and communications technology
- selecting and using required personal protective equipment (PPE) and conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- discrepancies and appropriate actions to resolve
- documentation and record requirements for receipt and despatch operations
- equipment used for organising receipt and despatch operations including safety precautions and procedures
- housekeeping standards and procedures
- operational work systems, equipment, management and site operating systems for organising receipt and despatch operations
- regulations relevant for organising receipt and despatch operations, or other legislative requirements
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- workplace procedures and policies for organising receipt and despatch operations.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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