



**Australian Government**

# **TLIA2014 Use product knowledge to complete work operations**

**Release: 1**

# TLIA2014 Use product knowledge to complete work 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 use product knowledge to complete work operations in accordance with workplace requirements and relevant regulations, as part of work activities within the transport and logistics industries.

It includes identifying products in a subsection of a warehouse or other storage area, examining quality, reporting on products, as well as using inventory and labelling systems to identify and locate products.

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 Identify products in a subsection of a warehouse or other storage area**

### PERFORMANCE CRITERIA

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

1.1 Products are identified against specified criteria in accordance with workplace procedures

1.2 Storage and handling characteristics are identified and applied consistently

1.3 Products are described to internal customers identifying features that may affect location, safety

or storage requirements

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|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2 Examine quality and report on products</b>                              | <ul style="list-style-type: none"><li>2.1 Products are inspected in accordance with workplace quality assurance procedures</li><li>2.2 Workplace procedures are followed to replace, return or dispose of stock/products that are not useable</li><li>2.3 Non-conforming products are recorded/reported in accordance with workplace procedures</li></ul> |
| <b>3 Use inventory and labelling systems to identify and locate products</b> | <ul style="list-style-type: none"><li>3.1 Inventory and labelling systems are used to locate products within the workplace</li><li>3.2 Goods are physically located and identified</li></ul>                                                                                                                                                              |

## 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLIA2014A Use product knowledge to complete work 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 TLIA2014 Use product knowledge to complete work operations**

## **Modification History**

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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:

- adapting to differences in products and services in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when handling, transporting and storing products and providing information on products and services
- completing documentation related to work activities
- estimating the size, shape and special requirements of goods and loads
- identifying containers and goods coding, Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings and where applicable, emergency information panels
- reading and comprehending simple statements in English
- reading, interpreting and following instructions, procedures, information and signs relevant to handling, transporting, storing products and providing information on products and services
- selecting and using relevant communications, computing and load handling equipment
- selecting and using required personal protective equipment 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:

- Australian codes and regulations relevant to products being identified, handled, transported, stacked and/or stored as part of work operations
- categories or groups of products and requirements for special handling, stacking and storage
- documentation requirements including reports and records concerning damaged or contaminated goods
- focus of operation of work systems, equipment, management and site operating systems for packaging goods
- housekeeping standards and procedures
- purpose and use of cataloguing and labelling systems
- site layout and obstacles
- strategies to seek out sources of product knowledge and to use this information to inform work
- types of equipment and storage areas appropriate for different categories of goods including perishable, fragile, dangerous, composition/state goods
- workplace procedures and policies for identifying, handling, stacking and storing particular categories of products.

## Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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