



Australian Government

TLIP0011 Monitor warehouse operations

Release: 1

TLIP0011 Monitor warehouse 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 monitor warehouse operations.

It includes determining functions and operational monitoring requirements; identifying storage variations requiring monitoring; planning monitoring schedules; and monitoring stock, plant and equipment. It also includes monitoring human resources, monitoring information technology and communications, and reporting on warehouse security.

Work is to be carried out in accordance with relevant workplace requirements with issues reported and potential improvements identified. Individuals work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Determine functions and operational monitoring

PERFORMANCE CRITERIA

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

1.1 Applicable compliance framework sections to be monitored are determined

- requirements**
- 1.2** Standard operating procedures (SOPs) for warehouse operations are accessed and reviewed for monitoring requirements
 - 1.3** Own areas of responsibility, including reporting lines for issues outside own scope of authority, are determined
- 2 Identify storage variations requiring monitoring and plan monitoring schedule**
- 2.1** Different types of storage variations and their key monitoring requirements are identified and analysed
 - 2.2** Products and goods for storage in the various storage areas are confirmed against storage requirements
 - 2.3** Storage plans and monitoring schedules are accessed and reviewed against workplace procedures and compliance frameworks
 - 2.4** Work is planned to meet the monitoring of storage variations and warehouse operations
- 3 Monitor stock**
- 3.1** Inventory and stock control principles are identified
 - 3.2** Methods and processes are utilised for determining stock, replenishment and reordering levels
 - 3.3** Range of reordering methods are implemented, as appropriate
 - 3.4** Factors that impact on reordering and stock control levels are identified
 - 3.5** Inventory count of stock items is performed, replenishment need is determined, and stock item is reordered, as required
- 4 Monitor plant and equipment**
- 4.1** Types of common material handling equipment, their purpose and availability for use is confirmed
 - 4.2** Storage systems commonly used in warehouses, and their functions, are identified
 - 4.3** Correct use and load capacity of storage systems are determined in accordance with manufacturer specifications, and workplace policies and procedures
 - 4.4** Manually-operated material handling equipment is used correctly in accordance with legislative and regulatory requirements, and workplace policies and procedures
 - 4.5** Plant and equipment non-compliance is reported in accordance with risk assessments and operational

requirements as outlined in workplace policies and procedures

5 Monitor human resources

- 5.1** Human resource requirements for all warehouse operational tasks are analysed
- 5.2** Worker availability is considered and arranged in accordance with workplace policies and procedures
- 5.3** Absenteeism and fitness for work is monitored, contingency plans are implemented, where appropriate, and non-compliance or concerns are actioned in accordance with workplace policies and procedures
- 5.4** Worker output is monitored against operational plans and deficits are reported to appropriate personnel and in accordance with workplace procedures
- 5.5** Improvements to systems and processes impacting on worker outputs and to workflow is presented to appropriate personnel for consideration

6 Monitor information technology and communications

- 6.1** Data capturing and information technology and communication systems used in warehouse operations are identified
- 6.2** Impact of data capturing systems used within warehouse operations is understood and analysed
- 6.3** Data capturing devices are used to record inventory in warehouse operations in accordance with workplace policies and procedures, and compliance framework requirements
- 6.4** Impact of information technology and communications systems used in warehouse operations is identified
- 6.5** Communications system is used to monitor operational activities within the warehouse
- 6.6** Warehouse management systems are used to monitor flow of inventory in warehouse operations in accordance with workplace policies and procedures, and compliance framework requirements
- 6.7** Non-compliance is reported in accordance with workplace procedures and compliance frameworks, and contingency plans are implemented, where appropriate

7 Report on warehouse security

- 7.1** Warehouse security objectives and arrangements are understood and monitored
- 7.2** Inspections are implemented and monitored in accordance with workplace policies and procedures, and compliance frameworks
- 7.3** Internal and external security threats and exposures as they relate to warehouses are monitored and evaluated
- 7.4** Security records are reviewed, contingencies implemented and measures to improve security arrangements are reported to appropriate personnel

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLIP4040 Monitor warehouse 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 TLIP0011 Monitor warehouse operations

Modification History

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Performance Evidence

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

- advising on recommendations about possible improvements to warehouse operations, including measures to improve security arrangements
- analysing human resource requirements against worker availability
- communicating and working effectively with others
- completing relevant documentation
- interpreting and applying relevant regulations and instructions
- modifying activities dependent on workplace contingencies, situations and environments
- monitoring absenteeism and determining fitness for work of human resources
- monitoring and anticipating operational problems, hazards and risks, including security breaches, and taking appropriate actions
- monitoring stock and determining replenishment needs
- monitoring the correct and safe use of relevant equipment, including manually-operated material handling equipment
- monitoring work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and recording non-compliance issues
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with contingency plans, regulatory and compliance frameworks, and workplace procedures
- using appropriate technology, including software and communications systems, to enable monitoring of products and goods in the workplace.

Knowledge Evidence

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

- computer records/documentation requirements for stock control, including forms, checklists and inventory reports applicable to the workplace
- different types of inventory systems and stock management approaches applicable to a range of warehouse styles and sizes to enable stock control
- factors impacting stock requirements
- impact of engineered standards on warehouse operations
- impacts on human resourcing numbers
- impacts on worker output
- principles of operation and functions of inventory systems
- range of different warehouse structures/types and warehouse applications/functions to store a range of products and goods
- relevant sections of national and state/territory legislation, regulatory requirements, codes of practice and/or guidelines as they relate to the level and type of warehouse operations, including inventory storage
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and guidelines
- role and impact of information technology, including record systems, in warehouse operations
- warehouse security processes to enable identifying and reporting measures to improve security in the workplace
- workplace policies and procedures, including those relating to effective monitoring and reporting of warehouse operations
- workplace processes for records management and producing inventory reports.

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 access to:

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

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