



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1307C Receive goods

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods.

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

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

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

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the receiving of goods

Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods

Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems

Specifications and standards for the checking and inspection of received goods

Documentation requirements for the receiving of goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when receiving goods

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods

Complete documentation related to the receipt of goods

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Work collaboratively with others when receiving goods

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when receiving goods in accordance

with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when receiving goods

Apply precautions and required action to minimise, control or eliminate hazards that may exist when receiving goods

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant load handling equipment when receiving goods

Select and use required personal protective equipment conforming to industry and OH&S standards

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

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.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Received goods may involve:	special handling and storage requirements, including temperature controlled goods and dangerous goods
Problems that may occur when receiving goods may include:	damaged stock damaged pallets or packaging wrong stock error in paperwork poorly stacked stock incorrect quantity
Aspect s of goods to be checked when receiving goods may include:	correct type number condition quality packaging labelling dangerous goods declarations and markings (where applicable)
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials

	oil or water on floor fire or explosion damaged packaging or pallets debris on floor poorly stacked pallets faulty equipment
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients drivers and agents relevant authorities and institutions management and union representatives industrial relations and OH&S specialists other maintenance, professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet RF systems oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Information/documents may include:	goods identification numbers and codes manifests, picking slips, merchandise transfers, stock requisitions and bar codes

codes of practice and regulations relevant to the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

operations manuals, job specifications and induction documentation

manufacturers specifications for equipment

workplace procedures and policies

supplier and/or client instructions

dangerous goods declarations and material safety data sheets (where applicable)

award, enterprise bargaining agreement, other industrial arrangements

relevant Australian standards and certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations for the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air Regulations

Australian and international explosives codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and

environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock