



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1407C Use product knowledge to complete work operations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock 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 products in a subsection of a warehouse or other storage area	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 which may affect location, safety or storage requirements
2 Examine quality and report on products	2.1 Products are inspected in accordance with workplace quality assurance procedures 2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable 2.3 Non-conforming products are recorded/reported in accordance with workplace procedures
3 Use inventory and labelling systems to identify and locate products	3.1 Inventory and labelling systems are used to locate products within the workplace 3.2 Goods are physically located and identified

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 codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products

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

Categories or groups of products and the special handling, stacking and storage requirements for each

Purpose and use of cataloguing and labelling systems

Strategies to seek out sources of knowledge of products and use this information to inform work

Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods

Documentation requirements including reports and records concerning damaged or contaminated goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when handling, transporting and storing products and providing information on products and services

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services

Identify containers and goods coding, ADG and IMDG markings and where applicable

emergency information panels

Complete documentation related to work activities

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

Adapt to differences in products and services in accordance with standard operating procedures

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

Select and use relevant communications, computing and load handling equipment

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
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	automated manual paper-based computerised microfiche
Categories or groups of products/stock may include:	small parts perishable goods overseas export dangerous goods refrigerated products temperature controlled stock fragile goods
Distinguishing identification criteria for products may include:	shape size colour distinguishing features codes and product identification/serial

	numbers
	labels
	signs or other documentation
	locations
The characteristics of products/stock may include:	small parts
	toxicity
	flammability
	form
	weight
	size
	state
	perishability
	fragility
	security risk
Labelling systems may include:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
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
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
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 identification, handling and stacking of goods
	Australian and international regulations and codes of practice for the handling, stacking 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 packaging 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 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