



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1707C Apply product knowledge to organise work operations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

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 organisation of work operations 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 and categorise products	1.1 Products are identified and categorised in terms of specified criteria in accordance with workplace procedures
2 Match products to locations based on specified criteria	2.1 Locations for products are determined based on specified criteria 2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements
3 Assist individuals to solve stock identification and location problems	3.1 New stock items are identified and particular product information is brought to the attention of relevant personnel 3.2 Stock queries are predicted and team members assisted to locate and assimilate information relevant to these products 3.3 Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel 3.4 Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills
4 Identify appropriate transfer and handling requirements	4.1 Resources used to transfer different products through the storage zones are identified and evaluated 4.2 Work in receipt and despatch areas is supported by identification and reporting of variances 4.3 Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems 4.4 Relevant documentation is completed in accordance with workplace procedures

5 Contribute to continuous improvement

- 5.1 Knowledge of customer requirements is used to determine work design
- 5.2 Potential problems are predicted and notified to appropriate personnel
- 5.3 Opportunities for improvements to own work organisation are 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 workplace activities

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations

Focus of operation of work systems, equipment, management and site operating systems

Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each

Product sources, destinations and potential problems

Re-ordering procedures and just-in-time planning principles

Requirements for workplace documentation, inventory systems and records

Sources of product information

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 organising workplace activities

Access, read and interpret product information, policies and regulatory requirements relevant to workplace operations

Complete documentation related to the organisation of work activities

Work collaboratively with others when organising workplace activities

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

Promptly report and/or rectify any identified problems that may arise when organising workplace activities in accordance with regulatory requirements and workplace procedures

Use information on products/stock to determine, plan and organise processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes

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 products and services in accordance with standard operating procedures

Organise and monitor the use of personal protective equipment conforming to industry and OH&S standards

Select and use relevant communication, computing and office equipment when organising workplace activities

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
Workplace activities being organised may include but are not limited to:	receival storage goods/stock movement despatch stock levels re-ordering processes
Work may be conducted in:	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
Modes of transfer may be:	manual or motorised
Storage types may include but are not limited to:	bin/binning systems rack refrigeration/freezers/cold rooms marked floor space containers racks and racking systems block/stacks pallets
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
The characteristics of products/stock may include:	small parts
	toxicity
	flammability
	form
	weight
	size
	state
	perishability
	fragility
	security risk
Labelling systems may include but are not limited to:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
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
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
Information/documents may include:	goods identification numbers and codes manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number codes of practice and regulations relevant to workplace operations

	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