



Australian Government

Department of Education, Employment and Workplace Relations

TLIA3024A Organise warehouse records operations

Release: 1

TLIA3024A Organise warehouse records operations

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to organise warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements when organising warehouse records operations.

Work is performed under some supervision generally within a team environment. It involves the application of relevant workplace procedures and regulatory requirements to the organisation of warehouse records operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT	PERFORMANCE CRITERIA
1 Identify record management databases, storage types and technologies	1.1 Requirements for records operations are identified and defined 1.2 Types of record systems which might meet workplace requirements are identified and reviewed 1.3 Advantages and disadvantages of identified systems are evaluated and noted 1.4 Record management systems are selected in accordance with workplace requirements 1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements
2 Store warehouse records	2.1 Warehouse records are collected and consolidated in accordance with workplace procedures 2.2 Records are stored manually and/or electronically as required in accordance with system developers instructions and workplace procedures 2.3 Records are maintained in accordance with workplace procedures
3 Use record management systems to retrieve information	3.1 Responses to requests for information are processed promptly 3.2 Required records are accessed and retrieved in accordance with workplace procedures

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 organisation of warehouse records operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organisation of warehouse records operations
- Focus of operation of record systems, equipment, management and site operating systems for the organisation of warehouse records
- Principles of operation and functions of warehouse records systems
- Principles of operation, functions and applications of different types of records systems
- Requirements for accessibility, security and confidentiality of records
- Computer records and documentation requirements for the organisation of warehouse records

REQUIRED KNOWLEDGE AND SKILLS

operations

- Problems that may occur when organising warehouse records operations and appropriate action that can be taken
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when organising warehouse records operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organisation of warehouse records operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of warehouse records operations
- Work collaboratively with others when organising warehouse records operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when organising warehouse records operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- 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
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and office equipment when organising warehouse records operations

Evidence Guide

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

EVIDENCE GUIDE

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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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.

RANGE STATEMENT

- 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:
- restricted spaces
 - exposed conditions
 - controlled or open environments
- Record storage systems may be:
- micro-film
 - computer images
- Storage requirements may include:
- security
 - clean environment
 - computer disks
 - type of document
 - confidentiality
 - accessibility
 - microfilm
 - hard copies
- 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

RANGE STATEMENT

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
- record system developers and 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
- 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
- relevant Australian standards and certification requirements

RANGE STATEMENT

- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock