



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4030A Control a furniture warehouse

Release: 1

TLIL4030A Control a furniture warehouse

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control a furniture warehouse in accordance with workplace requirements, including determining site functions and operations, receiving and despatching furniture, maintaining warehouse inventory, maintaining warehouse security, monitoring storage operations, and completing required records and documentation. 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 concerning the control of a furniture warehouse.

Work is performed under limited supervision. It involves the application of discretion and judgement and an understanding of relevant regulatory requirements and workplace procedures to the control of a furniture warehouse.

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 Determine site functions and operations	1.1 Layout of furniture storage facilities, work flow and activities undertaken in each zone are identified 1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified 1.3 Inventory lists are accessed through record management system 1.4 Storage separations and co-storage applications are identified
2 Receive and despatch furniture	2.1 Furniture for storage is received and transferred to allocated storage space in accordance with workplace procedures 2.2 Furniture and effects are transferred from storage area to the loading dock and despatched in accordance with workplace procedures and customer requirements 2.3 Records of received and despatched furniture and effects are completed in accordance with workplace procedures
3 Maintain inventory	3.1 Inventory is updated through entry of data on furniture movements into, out of, and within storage areas 3.2 Inventory data is confirmed to match furniture and effects for available storage and applicable storage requirements 3.3 Audits and stocktakes of storage areas are used to verify inventory records
4 Maintain warehouse security	4.1 Security of warehouse and storage areas is maintained in accordance with workplace procedures in conjunction with security personnel and with the aid of appropriate security technology 4.2 Appropriate action(s) is taken in response to breaches of operational and security procedures or to an emergency/incident 4.3 Operational actions and investigative outcomes are documented in accordance with workplace procedures
5 Monitor storage operations	5.1 Storage areas are supervised to ensure movement of personnel and furniture items are in accordance with workplace procedures 5.2 Storage facilities are checked to ensure appropriate operational capacity 5.3 Integrity of furniture and effects is monitored to ensure appropriate condition is maintained 5.4 Any deterioration in condition of furniture and effects is recorded, investigated and reported for appropriate action 5.5 Discrepancies/changes to storage requirements and/or inventory lists are noted and appropriate action is initiated in accordance with workplace procedures
6 Complete records	6.1 Records of warehouse operations are completed in accordance

ELEMENT

PERFORMANCE CRITERIA

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/permit/licence requirements relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the control of a furniture warehouse
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of furniture and effects including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Types of storage areas and related equipment appropriate for different types of furniture and effects
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Documentation requirements, including reports and records related to damaged furniture and effects, emergencies and security breaches
- Problems that may occur when controlling a furniture warehouse and appropriate action that can be taken
- Site layout
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when controlling a furniture warehouse
- Read and interpret instructions, procedures, information and signs relevant to the control of a furniture warehouse
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the control of a furniture warehouse
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when controlling a furniture warehouse
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

Required skills:

interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when controlling a furniture warehouse in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when controlling a furniture warehouse
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities dependant on differing workplace contexts, 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 relevant communications, computing and office equipment when controlling a furniture warehouse
- Use inventory information to determine, plan and organise the control of a furniture warehouse
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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 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:

EVIDENCE GUIDE

- 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.

- | | |
|------------------------------------|---|
| Work may be conducted: | <ul style="list-style-type: none"> • in a range of work environments • by day or night |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites |
| Requirements for work may include: | <ul style="list-style-type: none"> • restricted spaces • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialised lifting and/or handling equipment • incident/accident/breakdown procedures |

RANGE STATEMENT

- additional gear and equipment
 - noise restrictions
 - hours of operations
 - authorities and permits
- Work may be conducted in:
- limited or restricted spaces
 - exposed conditions
 - controlled or open environments
 - environments involving the movement of equipment, goods, materials and/or vehicular traffic
- Furniture and effects may require:
- special handling
 - location
 - storage and/or
 - packaging requirements
- Modes of transfer may be:
- manual or motorised
- Storage types may include but are not limited to:
- marked floor space
 - containers
 - racks and racking systems
 - block/stacks
 - pallets
- Inventory systems may be:
- automated
 - manual
 - paper-based
 - computerised
 - microfiche
- Stored furniture and effects may include but are not limited to:
- fridges, freezers and washing machines
 - bed-ends, mattresses and bases
 - lamps and lamp shades
 - pendulum clocks
 - carpets, tables and chairs
 - television sets, stereo and audio equipment
 - computing and office equipment and furniture
 - upright pianos, organs and grand pianos
 - lounges and armchairs
 - tools and equipment
- Consultative processes may involve:
- other employees and supervisors
 - customers
 - relevant authorities and institutions
 - management
 - union representatives

RANGE STATEMENT

	• industrial relations and OH&S specialists • other maintenance, professional or technical staff
Labelling systems may include but are not limited to:	• bar code • identification numbering systems • serial numbers • labels
Hazards in the work area may include:	• heavy and/or awkward furniture and loads • noise, light, energy sources • stationary and moving machinery, parts or components • dust/vapours • a fire or explosion • damaged furniture or pallets • broken glass/mirrors • debris on floor • faulty racking • poorly stacked pallets/furniture • faulty equipment • oil or water on floor
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 • protective clothing • high visibility clothing
Information/documents may include:	• operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • client instructions

RANGE STATEMENT

Applicable regulations and legislation may include:

- identification numbers, codes and labels
- manifests, furniture transfers, bar codes, and container identification/serial number
- insurance documentation
- codes of practice and regulations relevant to workplace operations
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- security and safety incident procedures and reporting requirements
- inventory listings
- codes and regulations relevant to the storage of furniture and effects
- Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances
- insurance legislation and regulations
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management