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Before you begin

This learner guide is based on the unit of competency *TLIA2012 Pick and process orders*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: www.aspirelr.com.au/help
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember.</p> <p>There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>



Bond and quarantine requirements

Import/export regulations can be quite complex and can vary according to the product, and the country they are imported from or exported to.

Importers, exporters and business operations involved in receiving or despatching goods in a warehouse must comply with all quarantine and bond requirements.

A bonded warehouse is a customs-controlled warehouse for holding imported goods until the duty or tax that is owed has been paid. Imported luxury goods have a bond requirement. Luxury cars are subject to a luxury car tax. GST is payable on most goods imported into Australia. Dangerous goods that are 'in bond' must be inspected, examined and handled according to the ADG Code.

These requirements are enforced by the Australian Border Force (ABF). The ABF must also inspect and/or treat all products for pests and diseases. This is done to protect Australian flora and fauna. There are strict rules about what animals can be imported into Australia.

The Biosecurity (Consequential Amendments and Transitional Provisions) Regulation 2016 outlines the requirements for quarantine.

Biosecurity regulations may be read in full at:

- www.legislation.gov.au/Details/F2016L00717

Watch this video [00m:59s] to learn about Australian Standards, codes and regulations.



Australian Standards

Australian Standards make sure that goods and services do what they are intended for.



Many Australian Standards have an international equivalent, which helps businesses that receive or despatch goods overseas. Some Standards require a business to complete and maintain checklists and inspection documents for goods that are received or despatched. You must read the documents and understand the relevant specifications.

Some Standards are relevant to WHS. For example, the AS 4084-2012 Australian Pallet Racking Standards state that a company using storage systems must have their system professionally audited every year to ensure racking meets the Standard's minimum safety specifications.

You can find out more about Australian Standards at:

- www.standards.org.au/StandardsDevelopment/What_is_a_Standard/Pages/default.aspx



Activity 1

Question 1

Give one reason why regulations relevant to picking and processing orders (including bond, quarantine or other legislative requirements) are needed.

Question 2

Circle the correct answer.

Organisations are required to submit information before they take action that could harm the natural environment or a person's health.

✖ True

✖ False

Question 3

Circle the correct ending to complete the sentence.

A housekeeping standard and procedure that relates to safety is

✖ removing tripping hazards.

✖ folding laundry.

Question 4

Circle the correct answer.

Companies that import or export goods need to ensure that relevant quarantine, bond and legislative requirements are met.

✖ True

✖ False



Examples of warehouse equipment



Lifting devices such as forklifts, cranes and loaders



Trolleys or carts for moving items



Conveyor belt or roller systems for shifting loads



Pallet jack or other stacking devices



PPE appropriate to the workplace and materials being handled



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 1

Jill is starting work at Warehouse Solutions Pty Ltd. Vivek explains to Jill the workplace procedures for order picking and processing.

Vivek tells Jill about the environmental protection and WHS legislation she will need to follow. For example, workers need to wear correct PPE when handling goods. Vivek shows Jill how the picking processes work, including how to access software, how to look up storage locations, and how to adjust the goods register.

Vivek also shows Jill how to use the manual-handling equipment. Jill does not have a forklift licence, so she cannot use the forklift. But she does need to know how to operate a hand trolley and a conveyor belt. Vivek checks that Jill's PPE fits her correctly. He then walks Jill around the warehouse, using a site layout map. This gives Jill the opportunity to become familiar with the layout.



Summary of Topic 1

1. Workplace regulations are in place to make sure that order picking and processing is smooth and efficient, and to ensure a safe environment.
2. WHS guidelines help to protect workers, customers and visitors.
3. Housekeeping standards and guidelines include keeping areas clean at all times, and removing hazards and spills.
4. Take time to understand workplace documents relating to WHS, and picking and processing procedures.
5. Operational systems ensure organisation, planning, standardisation and product control.
6. Be familiar with the site layout and obstacles to minimise the time spent processing and picking orders.
7. Equipment used during picking and processing includes load-shifting equipment, conveyor belts, PPE and telecommunications equipment.
8. Address problems related to picking and processing as quickly as possible, and consult your supervisor to minimise product damage and maximise safety.
9. Manual handling needs to be conducted safely and in line with guidelines and procedures.
10. Procedures need to be followed in relation to relevant bond, quarantine and other legislative requirements.

Workplace procedures for picking orders

Workplace procedures are vital to filling customer orders.

Follow your organisation's standard procedures will help you complete your duties, while supporting the overall efficiency of operations and safety of people in the workplace.

The instructions for processing customer orders are specific to the type of materials or goods being handled; however, some general rules apply.



Example of an order picking process

Step 1

Receive customer order

Receive the customer order using operating processes; for example, recording the order when accepting a phone call.

Step 2

Send order for processing

Use operating systems and appropriate software to send the order for processing. Check qualities, and that item specifications meet customer requirements.

Step 3

Inspect items for quality

Ensure product quality is evaluated and maintained.

Step 4

Pick and process order

Process orders according to the organisation's procedures.

Step 5

Transport goods to despatch area

Avoid manual handling where possible and use appropriate equipment to move goods to the despatch area.

Step 6

Update stock records

Adjust stock records to reflect relocation of despatched items.

Step 7

Despatch goods to customer

Despatch goods to the customer, ensuring that appropriate equipment and manual-handling techniques are used.

Identify dangerous goods

The Australian Dangerous Goods (ADG) Code and the IMDG Code are used to communicate the location of hazards.

Australian dangerous goods regulations and codes apply to any substance that may be dangerous when stored or transported. Warehouses have rules and document requirements depending on what substances they deal with.

For more information, you can refer to:

- the ADG Code at www.ntc.gov.au/heavy-vehicles/safety/australian-dangerous-goods-code
- the IMDG Code at www.imo.org/en/Publications/IMDGCode/Pages/Default.aspx

Under the ADG Code, dangerous goods are classified into nine classes. Here are the labels that apply to each class.

Class 1 – Explosives



Includes:

- ammonium chloride
- chlorine oxides
- mercury nitrite.

Class 2 – Gases



Includes:

- petroleum gas
- liquefied chlorine
- natural gas.

Class 3 – Flammable liquids



Includes:

- petrol
- ethanol concentration above 70 per cent
- kerosene
- aviation turbine fuel.

Class 4 – Flammable solids



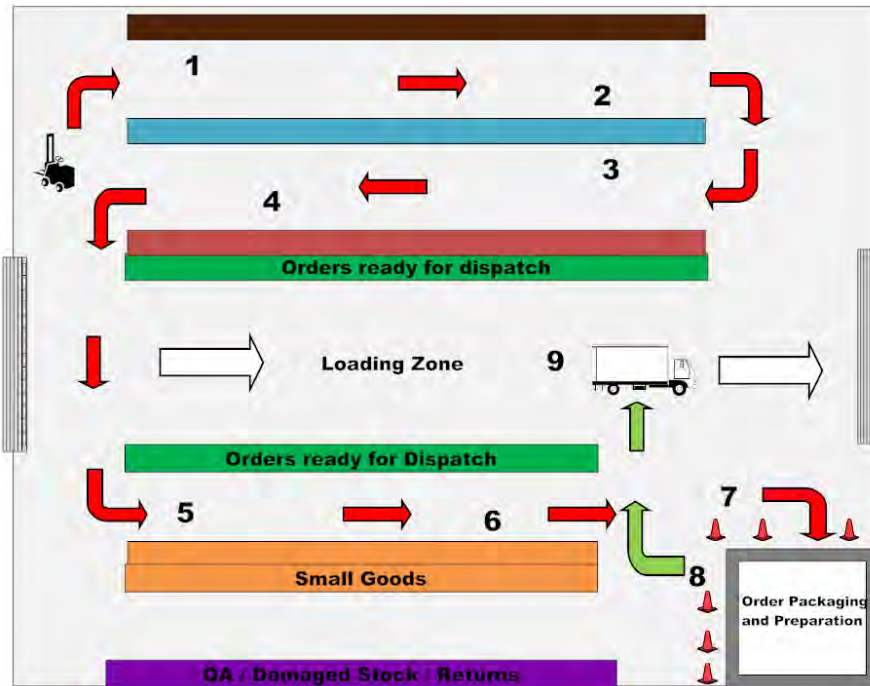
Includes:

- sulphur
- carbon.

Plan the pick path

Planning and defining the pick path when preparing an order saves time, particularly in a busy warehouse environment.

Before you start picking an order, you need to think about where the items are located in the store or warehouse. Follow WHS, manual-handling and order picking and processing procedures when planning the pick path.



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Pick path rules to follow:

- Try to only handle the item once.
- Take a logical approach to the pick path – travel the shortest distance possible.
- Ensure the correct equipment is available to assist in the process.
- Use the correct workplace documentation.
- Know the industry or workplace systems.
- Be familiar with the layout and design of the workplace.
- Follow the appropriate workplace procedures for order picking.

You can access a copy of this table via this link.

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