

TLIA3017

Identify products and store to specifications

Learner guide

TLSA3017



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Before you begin

This learner guide is based on the unit of competency *TLIA3017 Identify products and store to specifications*, 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. 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>





Topic 1 | What you need to know about identifying products and storing to specifications

Logistics is all about the distribution of goods to customers. To do this well, workers in the logistics industry need to understand the products they work with so they can apply this knowledge to their everyday work.

Products will vary depending on the logistics sector. Products may be in bulk, in drums, bags, crates or cartons, or may include frozen or canned goods. Products such as explosives or fresh flowers may have specific storage requirements.

In this topic
you will learn
about:

1A Identifying products

1B Workplace
procedures

Use new product knowledge

New knowledge that affects the way goods are handled and stored must be shared and put into the company's policies and procedures.

New procedures and policies may need to be developed. These should focus on workers' understanding and use of the new information. Ways to apply the new information may include updating fact sheets and procedural information, or writing checklists and monitoring processes to ensure product information is incorporated into workplace operations.

Procedures may include:

- informing the supervisor of proposed changes to work practices
- consulting with the supervisor regarding changes to workplace policies and procedures
- sharing information with the health and safety representative (HSR)
- sharing information with co-workers at a staff meeting.

Watch this video to learn about how to use product knowledge effectively.



Product characteristics

Product characteristics determine how products must be handled and stored.

Characteristics are traits or features of products that determine how they should be handled and stored. Workplace procedures will outline how to handle and store specific goods according to their characteristics.



Examples of goods, their characteristics, hazards and handling requirements

Dangerous goods

Key characteristics

- Explosive
- Flammable

Properties that contribute to hazards

- Flash point
- Fire point
- Vapour reactivity
- Electrical conductivity
- Proximity to one another

Handling requirements

PPE and product stability

Storage requirements

- Isolated from non-compatible goods
- Stored in a temperature-controlled environment
- Kept away from heat or ignition sources
- Monitored inventory levels

1B | Workplace procedures

Workplace procedures are in place to ensure activities are completed safely and consistently.

Procedures may be based on legislative requirements and standards. These must be followed to ensure compliance with laws and regulations. Following the correct workplace procedures when receiving goods and allocating storage areas is important for health and safety.

Workplace systems

Workplace systems help to manage incoming and outgoing stock, movement of stock around the warehouse and safety.

Workplace systems for receiving and storing goods tell you what storage areas are available, and the number and type of goods being held in temporary storage. Incoming stock information is entered into the warehouse inventory system, which monitors stock quantities, identifies stock location and provides current stock status information. Workplace systems influence the type of equipment needed to complete workplace activities.



Examples of workplace systems in a warehouse

Operational work systems

Operational work systems are processes for managing the flow of goods into and out of a warehouse.

Management systems

A management system is made up of policies and procedures that work together to help an organisation run its operations safely.

Site operating systems

Site operating systems coordinate movement across the warehouse and to various sites associated with it.



Activity 2

Question 1

Draw a line from the beginning of the sentence on the left to match the end of the sentence on the right.

- | | |
|-------------------------------------|---|
| * Operational work systems are | * movement across the warehouse to various sites associated with it. |
| * Management systems are | * processes that a business uses to manage the flow of goods into and out of a warehouse. |
| * Site operating systems coordinate | * policies and procedures that work together to help an organisation run its operations safely. |

Question 2

Which of the following sentences apply to just-in-time reordering? Tick all that apply.

- ☐ This method of stock control orders stock only when it is needed and despatches stock immediately.
- ☐ Stock is reordered when it reaches a reorder point.
- ☐ This method orders stock at regular intervals.
- ☐ It is used to reduce inventory holding costs.

Receival

How variances (differences) are identified and reported is determined by the type of goods and organisational procedures.

Information outlining the characteristics of the goods will indicate when variances require urgent action. If the warehouse receives dangerous goods, drugs, medical supplies or hazardous substances, a variance between the delivery documentation and the physical count on receival may require a report to be filed immediately. Processes may need to be developed to reflect any changes to regulations on receiving these types of goods.



Examples of when variances must be reported immediately

High-risk chemicals

Code

National Code of Practice for Chemicals of Security Concern

Reporting requirements

Discrepancies or variances must be reported to police immediately.

Controlled substances

Regulation

Health (Drugs and Poisons) Regulation 1996 (Qld), Schedule 8

Reporting requirements

Wholesaler must immediately give the chief executive written notice about the discrepancy, loss, misappropriation or theft (Section 50A).

Restricted drugs

Regulation

Health (Drugs and Poisons) Regulation 1996 (Qld), Schedule 4.

Reporting requirements

A wholesale representative must immediately report the loss or theft of a restricted drug to the representative's employer and the nearest police establishment (Section 151).

Storage

Information relating to storage requirements must be current for safety reasons.

Storage requirements for stock may change due to what the product is made from, how it is classified or changes in regulations. These changes may mean that new storage conditions, site layout, documentation or reporting is needed. If goods are reclassified, incompatible with other goods in storage or have a high value, a new storage location may be required. When changes occur, policies, procedures and processes will need to be updated and applied as soon as possible.

Report potential problems

When potential problems arise, reports need to be sent to the right people.

When reporting problems, information should be factual, accurate and contain all relevant details. If dangerous goods exceed the storage limits, a report must be made immediately so appropriate actions can be taken.

Depending on the nature of the issue, reports may be needed for:

- informing your supervisor or manager
- inclusion in workflow reports
- inclusion in quality improvement reports
- informing external transport companies or suppliers
- notifying other workers affected by the problem
- informing health and safety representatives (HSRs) of the problem.

Modify activities

Activities in the warehouse may be modified based on identified problems.

When work activities are affected by issues that cause problems, workplace procedures need to be modified. Modifications need to be written into policies and procedures to improve work processes.

Modifications may need to address:

- operational issues relating to product movement and storage
- risk situations caused by storage problems
- environmental issues linked to vehicle or forklift fumes in a loading bay
- changes to a product
- changes to warehouse services
- support for workers when warehouse products and services change
- changes to risk assessments or safe work method statements (SWMSs).





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

Workplace example for Topic 2

Today Sarah is researching information about a product that has not been part of her organisation's product line for some time. Sarah is concerned that the handling and storage requirements may have changed. She locates the information and finds that the code of practice has been updated since they last carried the product. The updated code of practice affects how the product should be stored.

Sarah notes the changes and, while the changes do not require urgent action, the information must be shared as soon as possible. She emails her supervisor, Joseph, explaining the changes and suggesting these be discussed at the next staff meeting. Joseph phones Sarah and asks her to develop new storage procedures for the product as soon as possible. He explains that he can foresee problems that might occur if workers do not have new processes to follow and he would like to discuss them at the next staff meeting.

Joseph also suggests that the changes in storage procedures be emailed to customers who have purchased the product to give them up-to-date information.



Summary of Topic 2

1. Any changes in legislation or regulations need to be incorporated into workplace procedures and processes as soon as possible.
2. Processes may need to be developed to reflect any changes to regulations regarding receiving dangerous goods, drugs, medical supplies or hazardous substances.
3. Changes may affect conditions for storage, documentation or reporting requirements. When changes occur, they must be added to policies, procedures and processes so they are used and applied as soon as possible.
4. Understanding customer requirements can assist in predicting processes that need to be improved or developed.
5. The ability to predict problems is important when handling goods and allocating stock to storage areas. By predicting what can happen, decisions can be made and actions can be taken to reduce the size of the problem or stop the problem from occurring.
6. When work tasks are affected by issues that cause problems, workplace procedures need to be modified.
7. Communication is about one person passing on information in a way that is understood by others. This can be spoken or written. It is more than just talking and listening.
8. Skills and characteristics that are required to work effectively with others may include demonstrating a willingness to help and being approachable if assistance is required.