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Before you begin

This learner guide is based on the unit of competency *TLIA3038 Control and order stock*, 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>



1A | Workplace requirements

A workplace must operate with the goal of providing high levels of customer service.



Workplace procedures for ordering and controlling stock provide guidelines on how to complete steps to make sure stock is processed accurately and delivered to meet the deadlines agreed to by the customer.

Workplace policies and procedures outline how the business communicates to their customers and the tasks required to make sure stock is controlled to meet the requirements of customer orders.

A business should allow for collaboration between its different areas to make sure stock is controlled to meet customer demand. Workplace procedures reflect the relevant codes of practice and regulations, and indicate the documentation and legal requirements for particular stock being handled in the business.

Customer service

A storeperson must follow workplace policies and procedures when liaising with customers.

Customers will come from a variety of businesses with varying sized. Their representatives often provide information and details about orders and despatch requirements. Customers can be internal or external, such as those who purchase the product from the company. Some customers are involved in the chain of activities that get the product to market; for example, suppliers and manufacturers.

Customers can include:

- suppliers' representatives, such as sales staff or administration clerks
- transport drivers
- co-workers and supervisors
- relevant authorities
- management
- other professional and technical staff.

Watch this video to learn about different types of customers.



Safety requirements

Depending on the type of goods handled in the warehouse, you may need to consider specific safety requirements and specifications.

Every organisation has the responsibility to provide amenities for its workers. Depending on safety requirements of goods, personal protective equipment (PPE) must be supplied for workers dealing with the goods. If a warehouse stores dangerous goods, placards and signs must be supplied and posted to alert workers to dangers and hazards.



Examples of how safety information can be accessed

Dangerous Goods Safety Guidance Note



The Dangerous Goods Safety Guidance Note transport documentation contains information such as:

- shipping name of dangerous goods
- class of dangerous goods
- number of packages
- quantity.

An example may be viewed at:

- www.dmp.wa.gov.au/Documents/Dangerous-Goods/DGS_GN_TransportDocuments.pdf

Supervisor



The supervisor may have previous knowledge and experience regarding safety requirements.



Activity 1

Question 1

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

- | | |
|--|---|
| * Customer service policies are used to maintain | * step-by-step process for assembling an order of stock. |
| * Dangerous goods regulations require | * industry guidelines, often based on legislation. |
| * Stock processing procedures provide | * the privacy of customer information. |
| * Protocols for liaising with others are used | * placards and signs to alert workers to dangers and hazards. |
| * Codes of practice are | * so there is consistency in language and terminology. |

Question 2

Which of the following are work tasks that, when discussed with colleagues or suppliers, will ensure continuity of supply? Tick all that apply.

- ☐ Processing orders
- ☐ Picking and packing orders
- ☐ Coordinating delivery times
- ☐ Moving goods into temporary storage
- ☐ Storing stock after delivery

Question 3

Circle the correct answer.

A customer purchase and supply agreement is used to monitor agreed deadlines for deliveries.

- * True
- * False

Load requirements



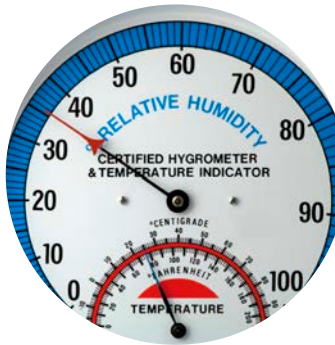
Load requirements, such as weight, stability and orientation of goods (for example, LPD cylinders must be transported vertically).

Security of goods



Security of goods, such as segregation, locked areas or storage cabinets.

Storage environment



Storage environment, such as ventilation and temperature.

Segregation of goods



Segregation of goods in transport, such as only moving compatible goods together.



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

Luca works for BBQ Bonanza. His job is to take delivery of all stock, check orders, report any variations or damage, and record all incoming stock movements. Luca discovers there are no formal procedures for receiving goods, so he talks to his co-workers about drafting some procedures.

His team works together on the draft. When everyone is happy with it, Luca takes the draft to management for approval. Management requests some minor changes to comply with regulations, then signs it off. Luca's new procedures ensure copies of stock orders are made available in the team leader's office so that workers receiving stock can check the goods against the original order.

Luca decides to implement a simple ABC system to keep track of slow- and fast-moving products. Fast-moving products are categorised as 'A' products; slower moving items are categorised as 'B' products and the slowest moving items are classified as 'C' products. Warehouse staff must classify all items in this way. Stock is then monitored on either a daily or weekly basis, depending on the item.

As part of the new procedures, all damaged stock must be placed in bins or in a holding area. Variances and damages are then recorded and suppliers are contacted where appropriate.

Completed checklists are signed by the shift supervisor and passed on to management. Management raises the necessary non-conformance paperwork for the goods. Luca receives a copy of the non-conforming goods report, which is then filed with the checked order copies in the team leader's office.

At the end of each month, Luca prepares a report based on the issues in his area. This report is passed on to management for follow up if required. The report also contains information about corrective actions taken to resolve any non-conformance issues.

Luca works hard for BBQ Bonanza. One of his busiest times is before the annual stocktake. There is a great deal of preparation before this event and Luca is often in meetings with management about the process. He then has to make sure stocktake workers are fully aware of their responsibilities.





Topic 2 | What you need to do when controlling and ordering stock

If your job is to control and order stock, you need to apply workplace procedures in your daily work tasks. It is likely that you will also need to be involved in an annual stocktake. This is an audit to work out the value of stock as part of the accounting process.

Stocktaking and other duties for controlling stock require that you complete documentation and record data necessary to keep accurate records on stock levels and supplies.

In this topic
you will learn
how to:

2A Apply procedures
for controlling stock

2B Organise a stocktake

2C Prepare documents

2C Prepare documents

Documentation and records can be written, completed on a computer or a combination of the two.

The structure, operation and maintenance of records will be particular to each warehouse, and for different operational areas. You will need to confirm with others what records are needed and the documentation that needs to be completed.



Documents a storeperson may come across could include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and barcodes
- codes of practice and regulations relevant to identifying, handling and stacking goods
- Australian and international regulations and codes of practice for handling, stacking and transporting dangerous goods and hazardous substances
- operations manuals and job specifications
- induction documentation
- manufacturers' specifications for equipment
- workplace protocols, procedures and policies
- supplier and/or customer instructions
- customer contact details and delivery details
- dangerous goods declarations and safety data sheets (SDSs)
- awards, enterprise bargaining agreements and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures.

Record documentation

Documentation must be accurate and up to date so that it represents a snapshot of stock that is in storage and due to come in.

Documentation such as delivery notes and goods received notes contain up-to-date information that is used to generate reports to monitor stock levels and movement. Receiving documentation may need to be completed at the time of receiving goods.

Receiving systems are used to check that the goods match delivery documentation. These systems also record:

- the date and time the goods arrived
- whether or not there were discrepancies
- the quality of the goods received
- the name of the person who completed the documentation.



Summary of Topic 2

1. Workplace policies and procedures are designed so that the process of ordering and despatching stock runs smoothly and efficiently.
2. When receiving and storing goods, effective communication keeps the supervisor informed of stock movement and alerts co-workers to upcoming tasks.
3. In the transport, distribution and logistics industry, one of the routine problems and primary causes of customer complaints is errors in the stock that has been supplied.
4. To ensure the security of stock, it is important to understand the site layout, maintain stock documentation and know the value of stock.
5. Preventing stock losses is necessary to avoid the cost of being left with large numbers of damaged and obsolete stock, and the costs associated with stock being taken illegally from the premises.
6. Stocktaking involves making an inventory of stock and noting its location and value. It's often an annual exercise – an audit to work out the value of the stock.
7. Stocktaking reports must be prepared that enable management to determine the financial position of their company.
8. Purchase and supply agreements may specify that each transaction should have a purchase order number. You may need a filing system where individual purchase orders are cross-referenced to a particular agreement.