



Contents

Before you begin	v
Introduction Receive and store stock	1
Topic 1 What you need to know about receiving and storing stock	3
1A Policies and procedures for receiving and storing stock	4
Activity 1	16
1B Stock control	17
Activity 2	19
Workplace example for Topic 1	21
Summary of Topic 1	21
Topic 2 What you need to do to receive and store stock	23
2A Apply policies and procedures	24
Activity 3	28
2B Meet WHS requirements	30
Activity 4	35
2C Communicate effectively with others	37
Activity 5	39
Workplace example for Topic 2	40
Summary of Topic 2	40
Words to remember	41








Before you begin

This learner guide is based on the unit of competency *TLIA3039 Receive and store 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>





Topic 1 | What you need to know about receiving and storing stock

Products, goods and materials must be correctly received, identified and stored. This process must be done according to the relevant legislative and organisational requirements.

A storeperson is responsible for:

- unloading goods
- checking goods against order forms
- placing goods in bins or racks
- entering the details of received delivery slips, requisitions and invoices into the inventory system.

In this topic you will learn about:

1A Policies and procedures for receiving and storing stock

1B Stock control

Here are aspects of customer service that the policies and procedures may relate to.

Ethical customer service



Treat all customers in an honest, fair, respectful and courteous manner without judgment.

Customer information



Maintain confidentiality when handling customer information and details.

Complaints management



Use empathetic communication skills and treat the customer with respect in a diplomatic manner.

Communication technology

You may need to use electronic equipment when communicating with customers.

Electronic communications equipment may include computers, mobile phones and two-way radios. When liaising with customers, protocols and procedures may apply. Appropriate use of devices will be outlined in the organisational policies and procedures.

Policies and procedures may relate to:

- use of communication equipment; for example, work purposes only
- communication rules; for example, must be simple, concise, confidential and professional
- reporting lost, stolen or broken equipment.

Security systems

There are several different aspects involved with securing stock in a warehouse.

Here are examples.

Warehouse security

This ensures the security of goods by not allowing access to materials, storage areas, loading bays or other facilities by any person unless they have appropriate permissions.

Product security

This measure defines how goods, materials and products are stored based on their characteristics.

Environmental security

Goods must be stored and contained to prevent spillage or damage to the environment. Storage must comply with state environmental protection legislation.

Information security

You may have a legal responsibility to keep company and customer information secure. Additionally, some policies, procedures and documentation must remain confidential, depending on the nature of the goods.



Lifting and handling procedures

Safe lifting and handling procedures must be followed when receiving and storing stock.

Manual-handling injuries caused by incorrect lifting are common when moving or rotating stock. Manual handling refers to an action that requires

a person to lift, carry, move, push or pull an item. When undertaking a manual-handling task, the action must be done correctly to reduce the risk of harm or injury occurring.

Lifting and handling procedures may relate to the following.

Risk assessment

Once a hazard has been identified, immediate steps must be taken to eliminate it. If it cannot be eliminated, the hazard should be minimised as much as possible.

The hierarchy of control outline steps you can take to reduce the risk, starting with the best choice (eliminate the hazard) and ending with the least preferred option (wear PPE). If the hazard cannot be eliminated, move down the steps until there is an option – or multiple options – that can be used.

Here is the hierarchy of control with a brief explanation of how each level can be implemented when receiving and storing stock.

Level 1

Elimination

Elimination is when the hazard is completely removed. For example, if a manual-handling hazard exists when storing heavy goods on a high shelf, eliminate the hazard altogether by only storing heavy goods at ground level.

Level 2

Substitution, isolation and engineering controls

Substitution is when the hazard is replaced by a less hazardous task. For example, if there are heavy cartons that need to be lifted, separate the cartons into lighter loads so the manual-handling risk is reduced.

Isolation is when the hazard is reduced by separating it from people or equipment. For example, if a carton containing a hazardous substance is leaking, the hazard can be reduced by removing workers from the area.

Engineering controls are changes in the design of equipment or the work environment to minimise the hazard. For example, use mechanically assisted lifting equipment, such as pallet jacks, to reduce the risk of a manual-handling injury.

Level 3

Administrative controls and PPE

Administrative controls are when procedures are changed to minimise a hazard. For example, putting WHS safety policies in place or training workers in manual handling.

PPE is provided as a last option for minimising a hazard. Workers wear PPE to protect themselves from hazards that cannot be managed any other way, or that still exist despite other controls being in place. For example, workers may need to wear gloves when receiving stock to reduce the risk of harm to their hands.



1B

Stock control

Stock control may be managed by manual methods or by using electronic systems.

The stock control system used will depend on the size and nature of the warehouse, and the type of goods and materials received.



Principles of stock control

Effective stock management depends on the ability to maintain stock levels to meet the demand of customers, knowing how much stock is on site and monitoring the stock movement.



Examples of stock control principles

Forecasting product demand

This is the ability to determine the point at which the goods need to be reordered and the quantity that needs to be ordered.

Warehouse workflow

Workflow processes need to be in place to ensure the flow of goods is uninterrupted and to monitor the movement of stock.

Stock rotation

Stock rotation refers to monitoring the length of time stock remains on shelves. Stock rotation is critical when dealing with pharmaceuticals, food and dangerous goods.

Stock count

It is critical to have an accurate count of the goods on site. The type of goods that are managed in the warehouse will determine how often stock is counted; for example, perishable goods may need to be counted more often.

Audits

Audits and checks of stock control processes can indicate which processes are working well and how they can be improved.



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

Sam is waiting on a delivery of frozen goods. The delivery is running behind schedule and Sam is concerned that the delivery bay will be full when the goods finally arrive. Sam leaves a brief, professional message on Jack's mobile asking the exact time the delivery can be expected to arrive.

While he waits for the delivery, Sam double checks there is enough storage space and that the path to the freezer is clear to avoid the goods deteriorating between the receiving bay and the freezer. He makes sure the PPE he needs to wear in the freezer is nearby and that the forklift is ready in case the goods are too heavy to move with a pallet jack. He makes a note to check the stock levels when he is in the freezer so he can monitor the movement of goods.

Watch the workplace example video below.



Summary of Topic 1

1. A storeperson must follow organisational customer service policies and procedures when communicating with customers.
2. Customers can include supplier representatives, transport drivers and co-workers from another warehouse location.
3. Depending on the type of goods handled in the warehouse, specific safety requirements may need to be followed.
4. The design and layout of the warehouse is an important part of keeping goods secure.
5. When undertaking a manual-handling task, the action must be done correctly to reduce the risk of injury.
6. A hazard is something that poses a risk or danger to a person, equipment or the environment.
7. Effective stock management depends on the ability to maintain stock levels to meet the demand of customers, knowing how much stock is on site and monitoring stock movement.

Here some aspects that must be considered when moving and storing stock.

Handling requirements, such as PPE and manual handling



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



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



Storage environment, such as ventilation and temperature





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

A delivery of frozen goods has been unloaded in the delivery bay. Sam, the storeperson, has located the delivery docket and begins checking off the goods. He checks to make sure the number of cartons that have been delivered matches up with the amount on the delivery slip. Sam follows procedures by prioritising the movement of frozen goods into the freezer and texts his supervisor Lisa to let her know that the goods have arrived, and that moving these goods into storage has taken priority over other tasks.

When marking off the goods, Sam notices that two cartons appear to be wet. On further investigation it appears that the two cartons hold goods that have thawed. Sam immediately reports this to Lisa, as he knows the goods have not been in the receiving bay long enough to thaw. Lisa says she will follow this up with the delivery company, to determine how the goods deteriorated in transport. Sam puts on overalls, a freezer coat and thermal gloves before he enters the freezer to store the goods.



Summary of Topic 2

1. A storeperson should follow policies and procedures when conducting receiving and storing activities.
2. When receiving stock, incoming stock and the accompanying documentation must be checked.
3. A storeperson must monitor their work schedule to make sure that goods are moved promptly and safely.
4. Quality issues need to be investigated to determine the reason goods are below standard.
5. For PPE to be effective, the correct PPE must be selected, and it must fit properly, work properly and be properly maintained.
6. Communication skills are needed to ensure goods are received and stored safely.
7. Good communication uses active listening skills and observation to check that the person listening understands what is being said.
8. Collaboration is when you work with another person or group to do something.