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# Before you begin

This learner guide is based on the unit of competency *TLIL1001 Complete workplace orientation/induction procedures*, 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](http://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: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a>
	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 | The workplace

*Before starting in a new workplace, you need to know what activities happen in each work area.*

As part of your site induction, you will be shown the different locations. A warehouse may have storage areas for various types of goods or materials.

## Workplace layout

*The workplace layout, or floor plan, is a diagram that shows different areas of the warehouse.*

It also shows the activities that take place in these areas and where exit doors are located. A plan may show the outdoor storage facilities, loading bays, parking areas and the types of businesses that are next to the site.



**Knowing the workplace layout will help you to:**

- know where different goods, loading bays and obstacles are located
- be able to tell emergency response services where entries to the site are located
- know where alternative emergency exit routes are located
- know where drains on the site are located
- know where dangerous goods and hazardous chemicals are stored
- be aware of the isolation points for power and fuel
- know about the nature of sites adjoining the workplace.



## Activity 1

### Question 1

Circle the correct answer.

You need to be familiar with the warehouse layout so you know where the emergency exit routes are located.

✱ True

✱ False

### Question 2

Which of the following applies to customer service standards and procedures? Tick all that apply.

☐ Personal presentation standard

☐ Refund procedure

☐ Workflow procedure

☐ Repair procedure

### Question 3

Circle the correct ending to complete the sentence.

An employer has an obligation to

✱ allow the employee to work under the conditions that have been agreed to.

✱ complete duties in line with the pay award or contract.



*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 has begun working at Manufacturing Warehouse Supplies. Jason is taking Sam through the warehouse as part of his induction/orientation. Jason points out the different sections of the warehouse and explains the activities that take place in each area. He discusses the types of customers that come into the warehouse and tells Sam that when he deals with customers, there are customer service policies and procedures he must follow.

As they walk through the warehouse, Jason discusses the different jobs and tasks that staff members have and how they fit in the organisational structure. Sam asks Jason if there are different workplace arrangements available in the warehouse. Jason tells him that he will work under the industrial agreement that applies to the warehousing industry, and according to the wages and conditions of the award.

When they reach the loading/unloading area where Sam will be working, Jason discusses security policies and procedures, and duty of care responsibilities that apply to Sam. Sam asks about hazards that are in the loading/unloading area and how they are handled. Jason explains to Sam that there are hazard control procedures he needs to follow to control risks and minimise risk factors. Jason takes Sam to where PPE is stored and shows him how to wear it. He makes sure Sam understands the situations when he will need to use it.

They stop at the office and Jason shows Sam where the emergency procedures are kept. Together they go over the procedures to make sure Sam understands what they mean and knows how to access them if he needs to. They also discuss the environmental protection guidelines that apply to Sam's work area, and Jason shows Sam how to document and record an incident if it occurs.

Watch the workplace example video [02m:15s] [here](#).



# Clarify your task

## *Asking questions will help to clarify a task.*

The organisational structure shows you who to ask for advice or assistance, such as your line manager or supervisor. If you do not know the appropriate person to ask, a co-worker will be able to tell you who to approach for help.

### **When asking for advice regarding your task, you can clarify your understanding by:**

- asking your supervisor questions about the task
- asking your supervisor to explain anything you do not understand
- asking your supervisor to check notes you have written about how to do the task
- checking you understand what has been said by paraphrasing or repeating back (for example, 'So you mean I should...').

# Use appropriate equipment and technology

## *The types of equipment and technology will vary in different workplaces.*

The equipment and technology may be different depending on the warehouse's size and the type of goods it handles. Here are some examples of equipment and technology that you may use during your induction/orientation.

### **Barcode-scanning equipment**



#### **Function**

A barcode scanner reads the barcode, which identifies the information that is connected to it. For example, the information identified by the barcode may include the size, colour or quantity of the items in the carton.

#### **Physical characteristics**

A barcode scanner may be handheld and cordless. Scanners may be enclosed to protect them from dust or moisture and will read the barcode automatically when it is passed over the barcode.

## Tablet

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### Function

A tablet allows a worker to access digital information in any location. Information can be received, updated, and used to keep track of warehouse workflow.

### Physical characteristics

A tablet is a cordless device that is light and portable with a computer interface and memory for data storage.

## Two-way radio

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### Function

A two-way radio (also called a walkie-talkie) is a device that enables communication from one person to another from any location in the warehouse.

### Physical characteristics

A two-way radio is cordless, light, portable and hand-held.

## CCTV

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### Function

A closed-circuit television (CCTV) system provides visual communication and information. CCTV systems can be used to monitor activities in a warehouse.

### Physical characteristics

A CCTV system is made up of cameras located in various areas, which are linked back to a central monitor area.

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# Set time lines

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*When planning your work day, you will need to estimate the time it will take to do each task.*



To set realistic time lines, break the task up into smaller steps and estimate the time it takes to complete each step. If you have completed the task before, it will be easier to judge how long the task will take. You and your supervisor may agree on ways to measure how you are doing your tasks. Your supervisor will consider how well you are contributing to the warehouse workflow by completing tasks correctly and accurately.

You may need talk to you supervisor about the time lines for tasks, and agree on a schedule that is achievable and realistic.



# Ask for support

***You may need support to do your job correctly and on time.***

When asking for additional support, you need to be clear about the help you need. This may involve checking that your supervisor understands your issues, providing your supervisor with examples of when you have needed extra support, and showing your supervisor where you are having problems completing a task.

It is important to ask for help and support when you need it. If you do not ask for support, you may harm yourself, disrupt the workflow or miss deadlines.

During the orientation/induction stage, support may include:

- more training
- written instructions or procedures
- working alongside someone with experience in the task.

# Obtain feedback

***Feedback to improve your work may be collected and obtained by speaking with your supervisor, manager, co-workers, customers or suppliers.***

You may also ask people from other areas in the warehouse that are affected by your workflow. Feedback is information about how you are doing your job and is used to improve your work performance. Effective feedback improves work efficiency and helps to identify gaps where more training is needed. Feedback is not just about things you can do better, it is also about the things you are doing well.



***Here are four types of feedback***

## Formal

Formal feedback outlines what you do well and areas you need to improve. Feedback sessions can be yearly, half-yearly or monthly.

## Informal

Informal feedback may be written or verbal, and is less structured, but gives the same sort of information.

## Verbal

Verbal feedback may take place at meetings or training sessions.

## Immediate

Immediate feedback is verbal, and is often given when you are working. For example, 'Well done' or 'Thanks, but try doing it this way next time'.



# Apply legislation and workplace procedures

## *There are regulations that apply to working safely in a warehouse.*

Some regulations are specific to the type of hazard and goods handled. Procedures that apply to work activities are based on legislation and regulations. Regulations are legally binding. Employers and workers must comply with requirements stated in the regulations. You need to understand the safe work practices that apply to your job and use them when completing your tasks.

## **You apply legislation and work procedures when you:**

- lift items in the correct way
- only use equipment you are licensed for
- handle and store goods according to WHS requirements and workplace procedures.

# Work systematically

## *Working systematically with attention to detail will minimise hazards and associated risk of harm.*



Being observant to the conditions and objects around you, not taking short cuts, checking and double checking are all ways to minimise injury to yourself and others, and damage to goods and equipment.

When completing a task, you may need to use a piece of equipment that is not usually used. To minimise risk of harm to yourself or others, you can learn how to use different equipment by reading and following the relevant safe operating procedure.



## Summary of Topic 2

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1. When working in a warehouse, you need to follow procedures, regulations and legislation and the company code of conduct.
2. Plan to do urgent and important jobs first. Changes to the work plan need to be clearly identified and reported to your supervisor.
3. When asking for additional support, you need to be clear about the help you need.
4. Feedback from your supervisor, manager, co-workers, customers or suppliers improves work efficiency and identifies gaps where more training is needed.
5. Instructions, procedures, information and signs must be clearly understood. If you do not understand any information, you must ask your supervisor to explain it to you.
6. Regulations help you work safely in the warehouse. Some regulations are specific to the type of hazard and goods handled.
7. To minimise hazards, you need to take precautions, keep your work area clean and tidy, not lift goods in an unsafe way and report damaged equipment before someone is hurt.
8. A contingency plan is a back-up plan. When a contingency plan is needed, you may need to make a quick decision about what to do.
9. When doing a task that requires the use of PPE, you must choose the right equipment. If the right PPE is not used, you will put yourself at risk of injury or death.
10. Identifying and meeting your learning needs may help to progress your career. To identify your learning needs, think about the equipment used, activities completed, job roles and opportunities that are available in your workplace.