



Contents

Before you begin	v
Introduction Organise receival operations	1
Topic 1 What you need to know about organising receival operations	3
1A Stock characteristics	4
Activity 1	7
1B Site, resources and requirements	9
Activity 2	16
1C Regulatory and workplace requirements	18
Activity 3	30
1D Scheduling	32
Activity 4	34
Workplace example for Topic 1	36
Summary of Topic 1	37
Topic 2 What you need to do to organise receival operations	39
2A Apply legislation and workplace procedures	40
Activity 5	48
2B Monitor work	51
Activity 6	55
2C Use communication	56
Activity 7	59
2D Complete and manage documentation	61
Activity 8	62
Workplace example for Topic 2	63
Summary of Topic 2	63
Words to remember	65








Before you begin

This learner guide is based on the unit of competency *TLIA3019 Organise receipt operations*, 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>





Movements of equipment, goods and materials



Spills of liquids or chemicals



Fires or explosions



Damaged packaging or pallets



Debris on floor



Faulty racking



Poorly stacked pallets



Faulty equipment

Protective clothing



Procedures outline the steps to take in relation to hazards, such as extremes of temperature, low visibility or radioactivity. Information will include the type of protective clothing required for a particular setting.

Head protection



Procedures outline steps to take in relation to the hazard, which may include falling or penetrating objects, impacts or blows to the head. Information will include the type and class of head protection required for a particular area or work task.

Two-way radio



Procedures outline steps to take in relation to the hazard, which may include working in confined spaces, in isolated locations or in equipment traffic areas. Information will include how to use the radio required for a particular area or work task.

Watch this video [02m:59s] to learn about using the appropriate type of PPE for different tasks.



Issues when receiving goods

Follow procedures to address problems when receiving goods.

Problems can arise when goods are delivered, and workplace policies and procedures may provide guidance for addressing these.

Issues in stock delivery may include:

- incorrect stock
- damaged stock
- damaged packaging or pallets
- incorrect quantity
- error in paperwork
- late delivery
- poorly stacked stock
- incorrect quantity.



Activity 3

Question 1

Circle the correct ending to complete the sentence.

- Housekeeping standards apply to
- * maintaining equipment.
 - * only some parts of a warehouse.

Question 2

Which of the following sentences apply to information that may be found on a goods label? Tick all that apply.

- Emergency information
- A warning that the goods are dangerous or hazardous
- Information that conforms to the requirements of the ADG Code
- Information about marine pollution
- Information about customs bonds

Question 3

Circle the correct answer.

Stock discrepancies should be reported according to workplace procedures that specify what information is required.

- * True
- * False



Topic 2 | What you need to do to organise receival operations

To work effectively when completing activities relating to receiving goods, you need to apply legislation and workplace procedures, monitor work activities and use communication skills to ensure goods move smoothly into the warehouse.

Warehouse work systems provide a structure for workplace operations and ensure workplace activities are orderly and efficient.

In this topic you will learn how to:

2A Apply legislation and workplace procedures

2B Monitor work

2C Use communication

2D Complete and manage documentation

The IMDG Code

Goods transported by water must be marked according to the IMDG Code.

If dangerous goods are being loaded for sea travel or unloaded after sea travel, the following labels must be recognised, read and interpreted correctly to ensure the goods are handled correctly and safely.

Here are examples of IMDG classification labels you may need to be aware of.

Class 1: Explosives



Class 2: Gases



Class 3: Flammable liquids



Class 4: Flammable solids or substances



Personal protective equipment (PPE)

When working in receival operations, PPE may be required to eliminate or reduce risks associated with handling goods.

The appropriate PPE must be selected. PPE must fit properly and be worn according to manufacturer's recommendations. If it is worn incorrectly, it will not be an effective precaution against the risk of harm.

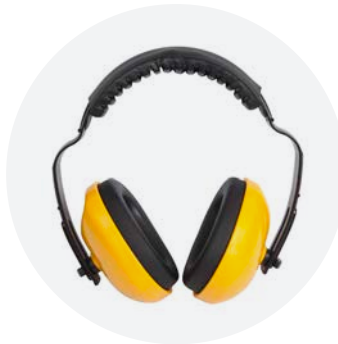
Here are examples of PPE you may need to wear.

Eye protection



Eye protection is needed when there is a risk of dust, particles, chemical splattering or smoke causing harm in the receiving area. You may need to use eye protection if products containing a harmful substance are damaged when receiving the goods.

Ear protection



Ear protection is needed if forklifts or other loading and unloading equipment creates an unacceptable level of noise. You may also need to use ear protection if there is a risk of sudden loud noises, such as pallets or goods dropping to the floor.

Respiratory protection



Respiratory protection is needed if the goods being received are damaged and are emitting gases or fumes. You may also need to use respiratory protection to protect against fumes emitted from forklifts.

2C | Use communication

In a warehouse you need to communicate with a variety of people using different work systems.

To communicate effectively and efficiently, you need to understand the type of communication methods to use, who needs to be involved in the communication and why they need to be given the information.

Communicating between workers and work systems requires coordination and collaboration. When working in receiving, there will be specific people you need to share information with and specific systems you need to use.



Communicate and work with others

You need to understand warehouse work systems, and how they work together to ensure the flow of goods is uninterrupted, both within and between warehouses.



Using effective communication skills contributes to a smooth workflow, cooperation between departments and efficient collaboration between work teams. Work teams in the warehouse may use different work systems to manage their activities. Understanding the work systems and their purpose will help you identify which work system to use.

Depending on the urgency, communication may take place electronically, verbally, in a staff meeting or face-to-face. Verbal communication between suppliers and delivery vehicles may take place using a mobile phone, either through phone calls or by text message.



Workplace example for Topic 2

Matta has been monitoring workers who are receiving a major shipment of mixed palletted goods.

Once all the goods have been stored, Matta follows up with receival documents.

Workers unpacking the stock compare the stock with its consignment notes and order documents. Any discrepancies have been noted, such as missing, damaged or incorrect stock. After this, administration staff make the necessary adjustments and contact the suppliers to resolve any issues.

Matta then collects the consignment documents, makes a final comparison check with order documents, completes the authorisation process and passes the paperwork to administration staff.



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



Summary of Topic 2

1. The skills required for planning and organising receival operations include effective communication, time management, scheduling and organisational skills.
2. Planning work processes involves determining how the task will be completed within time lines while managing risks and hazards.
3. Working productively means working at a sustainable level without an injury or incident occurring.
4. Your organisation will have work systems you need to follow that manage the flow of goods into and out of the warehouse.
5. Learn the requirements and deadlines for each stock receival so that you can explain them fully to relevant workers and be able to answer any questions raised.
6. Documents need to be completed in accordance with workplace policies and procedures, and must meet legislative requirements.