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# Before you begin

This learner guide is based on the unit of competency *TLIA3024 Organise warehouse records 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](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	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. You can also access a full glossary of terms via this QR code.





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## Topic 1 | What you need to know about organising warehouse records

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*An essential part of the warehouse environment is accurate record keeping.*

In this topic you will learn about:

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1A Warehouse regulations and procedures

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1B Record management systems

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1C Security and access to records

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Records should be organised so that current, up-to-date and accurate data can be accessed when needed. For efficiency and cost-effectiveness, most large, modern warehouses use a data management system. These are usually computerised systems, or they can be a combination of manual and computerised systems.

Workplace procedures and policies are necessary to make sure the tasks and activities for organising records are completed to the level required. A record system must be able to maintain, store and provide access to warehouse records. In some instances there is legislation that determines how records should be managed.

# Procedures for organising records

*Workplace procedures may be called company, enterprise, organisational or established procedures.*

When organising records it is important that the correct procedures are followed so that appropriate information can be collected and stored. Records need to be handled with care, accuracy and attention to detail.



Workplace procedures can change over time. For example, software upgrades can result in a change to the way workplace records are entered into a database and the procedures for this may need updating. If you are uncertain about the procedures to follow, ask your supervisor to explain them to you.

## Examples of record operations procedures:

- What data needs to be collected
- How data is collected and maintained
- Maintenance of confidentiality
- Restrictions on the level of access for individual employees
- System security, such as storage and computer back-up
- How requests for information are processed
- How information is retrieved
- How faults or problems should be reported

# Policies for organising records

*Policies are statements of how things should be done.*



In a warehouse, there is likely to be policy statements for many different aspects of the business. These outline the way the warehouse will implement legislation and codes of practice that relate to their business.

When organising warehouse record operations, you must read and apply the policies in your work. For example, there may be a policy relating to how to deal with confidential customer account details. This will reflect the *Privacy Act 1988* (Cth), which outlines how to handle private information.

Here are some other policies that may apply to the organisation of records in a warehouse.



## Activity 1

### Question 1

Which of these sentences apply to the principles and functions of organising warehouse records?  
Tick all that apply.

- To make as much money as possible with only a small number of staff
- To operate with speed, efficiency and cost-effectiveness
- To use a records system that is the same as other warehouse businesses
- To correctly and accurately order, identify and store goods
- To ensure staff are working with current and accurate information

### Question 2

Draw a line from the words on the left to match the definition on the right.

- |                          |  |
|--------------------------|--|
| * Warehouse procedures   | * Laws or set of laws made by a government.                                  |
| * Warehouse policies     | * A floor plan that shows different areas of the warehouse.                  |
| * Legislation            | * A series of actions or steps done in a certain order.                      |
| * Codes of practice      | * Outline of requirements for legislation, regulations or codes of practice. |
| * Housekeeping standards | * Set of guidelines developed by an industry.                                |
| * Site layout            | * Principles for keeping records safe.                                       |

# 1B | Record management systems

## *Different workplaces will have different types of record systems.*

Records may need to be written, compiled 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.



### Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers' specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and safety data sheets (SDSs)
- award, enterprise bargaining agreement or other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures.

## Documentation requirements

### *Being able to track the stock entering and leaving the warehouse is a basic requirement of documentation systems.*

Large warehouses with fast stock movement may have developed their own customised stock system that meets their specific needs. A large business (such as a supermarket or hardware chain) may use point-of-sale technology that is linked to the warehouse to provide up-to-date

and immediate information about stock levels. This could include paper documents and data entered on a computerised management system that stores centralised information. For example, when receiving goods into a warehouse, the documentation must be reliable. Even with a digital system in place, a consignment note may need to be signed. A paper copy of this should be kept, and it may then need to be filed or scanned and entered into a digital system.



*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 has been promoted to warehouse manager in Warehouse Manufacturing Supplies, a large distributor that delivers chemicals to the farm sector. Warehouse Manufacturing Supplies has distribution sites in each capital city; the business is expanding and a new data management system is needed.

Luca is facing some major challenges in his role as a warehouse manager. Part of his job is to lead the planning and implementation of a new, fully integrated computer system. This means he is involved in making decisions about the form the new system is to take, identifying and developing new procedures and testing the system prior to commissioning.

The most challenging part of his job is to match the needs of the business with a suitable data management system. The new system must be able to meet the various regulations and codes of practice rules for businesses that store and transport dangerous goods. The information about stock and suppliers must have strict access and authorisation procedures in place to ensure the information is secure. Requests for information must be responded to promptly. This means the data must be organised and maintained for each site location on a central database.

Luca will lead a small team of IT, warehouse, financial and sales staff on each site to act as consultants to the project. When they have collected the research they need as a part of the first stage of the project, he will engage development consultants to prepare samples of their data managements systems.

Luca and his team have already determined that they will use electronic data interchange (EDI) and enterprise resource planning (ERP) software in the new system. They know this will be the most efficient, cost-effective way to manage Warehouse Manufacturing Supplies's supply and distribution chain. Using this technology and linking it to the latest radio-frequency identification technology promises some major outcomes, including:

- better control over inventory
- faster turn-around for customer orders
- fewer operator errors
- better control over invoicing
- improved sales forecasting.





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## Topic 2 | What you need to do to organise warehouse records operations

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*You must know how to organise warehouse records according to the requirements of the business.*

In this topic you will learn about how to:

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2A Select and use office equipment

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2B Apply legislation and procedures at work

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2C Prepare for operational situations

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You must also have the skills to implement the relevant procedures in your day-to-day job tasks. This means being able to select and identify equipment needed to perform tasks, and being prepared for different operational situations.



# 2B | Apply legislation and procedures at work

## *Workplace procedures and legislation determine which tasks need to be completed to organise warehouse operations.*

Applying relevant legislation is the responsibility of every worker in a business. Failure to do so can affect the business operations and can be a serious problem if a worker is unable to show they are working to the law.

Organisations must have policies and procedures in place so that staff will complete relevant documentation using the same methods.

This ensures there is a consistent approach to organisation methods regardless of whether the records are stored manually or electronically. If workers on the warehouse floor follow the workplace's procedures for completing documentation or entering data, it makes the data or information more accessible and reliable when being analysed for other purposes.

Records must be stored and maintained according to workplace procedures. Reading, interpreting and following relevant instructions and label advice can also provide important information that guides the correct use, maintenance and storage of records.

## Follow workplace procedures and legislation

### *Warehouse records need to be collected and consolidated in accordance with workplace procedures.*

Records are fundamental to the activities of a workplace and are used to monitor and forecast business activities. Without proper procedures in place, different methods will be developed for doing the same thing. This may result in data being unreliable, irrelevant or not fit for purpose. The aim of organising records is to ensure they are reliable and able to help workers perform their tasks efficiently.

Organising records according to set procedures and policies means that systems are in place that have been trialled to ensure they work efficiently. Every workplace may have a different approach or procedure to follow for gathering and consolidating warehouse records. However, there is likely to be some overlap in the software programs and filing methods (for manual records) that can be found across different businesses. If you are uncertain about the procedures to follow, consult your supervisor for clarification.

Watch this video [02m:31s] to learn about reading skills for following workplace instructions and procedures.



# Respond promptly to requests

*Information and/or records stored in the record management system need to be easily and quickly accessed when information is requested.*



Requests for information may come from internal or external sources. Most commonly where historical information is required, data may be requested by an internal or external customer about stock movements to resolve a query or problem. For example, a customer may have a dispute over damaged goods or incorrect delivery and the documents must be found.

A request for information may be made by phone, fax, email or online, or by electronic data interchange (EDI) or enterprise resource planning (ERP) software.

Whatever its origins, each request should be handled promptly and efficiently. Following workplace procedures allows quick access to the data or records needed. Depending on the system, the procedures may require you to enter an authorisation code or a password. In other circumstances there may be restrictions on the level of access individual workers have, and another person may need to determine what information can be released.

## Internal customers include:

- employees
- managers and supervisors
- a retail outlet connected with the business
- staff from other locations.

## External customers include:

- suppliers
- customers
- a government department or another authority
- specialists, such as maintenance contractors.

# Retrieve records

*In some warehouses, there may be limitations or restrictions on who can read certain information or data kept in records.*

You may need to follow workplace procedures when retrieving records or data. This may be because of the types of goods handled in the warehouse. Government regulations may also require security around the storage details of dangerous or hazardous goods. For example, if any dangerous goods codes, quarantine, bond or

licensing requirements apply, you may need to follow set procedures.

Who can access the records may be outlined in workplace procedures. There may be steps that must be followed on the storage and security protection of records, as well as other WHS considerations.

Your supervisor will be able to provide information to help you understand and follow the procedures for accessing and retrieving warehouse records from a record management system.



## Summary of Topic 2

1. Workplace requirements, relating to the size of the organisation or the type of goods, determine the selection of the record management system.
2. A record system must allow for secure storage and effective processing of goods.
3. Information and/or records stored in the record management system need to be accessed quickly and easily when information is requested.
4. It may be necessary to review and/or update the equipment needed for the record operations of a warehouse.
5. Selecting the correct management system can be a complex decision. Consultation should occur with staff, customers and possibly other users of a preferred system.
6. A fully integrated, computerised system links all the areas and functions of a warehouse with the organisation's financial system.
7. When new equipment is purchased there may be some training required.
8. Without workplace procedures in place, different methods will be developed for doing the same thing.
9. Record maintenance involves organising and filing records as well as identifying which records to retain, and for how long.
10. In some warehouses, there may be limitations or restrictions on who can read certain information or data kept in records.

