



Australian Government

TLIPC0006 Prepare to work in warehousing

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Modification History

Release	Comments
1	This unit of competency was first released in TLI Transport and Logistics Training Package Release 19.0.

Application

This unit involves the skills and knowledge required to apply fundamental workplace practices in warehouse and supply chain operations.

It includes following chain of responsibility requirements, communicating effectively with others, providing customer service, maintaining housekeeping standards, and performing basic workplace calculations to support routine warehouse and supply chain activities.

The unit is designed for pre-vocational learners preparing for entry-level employment or further training within the transport, logistics, warehousing and supply chain industry.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite unit(s)

Not applicable.

Competency field(s)

Supply chain

Unit sector(s)

Not applicable

Elements and Performance Criteria

Elements	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Apply chain of responsibility requirements	1.1	Identify Transport activities and parties in the chain of responsibility
		1.2	Identify own responsibilities under chain of responsibility requirements relevant to warehouse and supply chain operations
		1.3	Follow workplace procedures that support compliant and safe work practices
		1.4	Report hazards, incidents or compliance concerns according to workplace procedures
		1.5	Recognise the consequences of failing to meet chain of responsibility obligations
2	Communicate effectively in the workplace	2.1	Use appropriate verbal and non-verbal communication when interacting with others
		2.2	Read and interpret basic workplace information, instructions and signage
		2.3	Communicate workplace information clearly and accurately to others
		2.4	Complete basic workplace documentation according to workplace requirements
3	Provide customer service support	3.1	Identify customer needs through active listening and questioning
		3.2	Respond to customer enquiries courteously and professionally
		3.3	Refer customer issues outside own level of authority to appropriate personnel
4	Maintain housekeeping standards	4.1	Keep work areas clean, organised and free from hazards
		4.2	Store goods, equipment and materials in designated locations
		4.3	Dispose of waste and recyclable materials according to workplace procedures

		4.4	Identify and report housekeeping issues that may impact safety or operational efficiency
5	Perform basic workplace calculations	5.1	Perform basic workplace calculations to support warehouse and supply chain activities
		5.2	Use workplace technology or digital devices to complete calculations
		5.3	Check calculations and numerical information for accuracy according to workplace requirements

Foundation skills

Foundation and digital skills essential to successful completion of this unit are mapped to the Australian Core Skills Framework (ACSF) and the European Digital Competence Framework (DigComp 3.0).

Further information is available in the AVI Companions Volume V1.1.

Range of conditions

N/A

Assessment Requirements for TLIPC0006 Prepare to work in warehousing

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- applying chain of responsibility requirements during workplace activities
- communicating effectively with others
- reading and interpreting workplace instructions, signs and basic documentation
- providing customer service in response to customer enquiries
- maintaining housekeeping standards in a warehouse or supply chain environment
- completing workplace documentation accurately
- performing workplace calculations using addition, subtraction, multiplication and division
- using workplace technology or digital devices to complete workplace calculations
- checking and correcting calculation results, where required
- identifying and reporting workplace hazards, housekeeping issues or compliance concerns according to workplace procedures
- following workplace policies and procedures
- working cooperatively with others to complete routine workplace activities.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Transport activities and parties in the chain of responsibility
- purpose of chain of responsibility within the transport and logistics industry
- workplace procedures relevant to own job role
- individual responsibilities for workplace safety, compliance and reporting
- consequences of failing to meet chain of responsibility
- basic workplace communication methods and protocols
- barriers to effective communication and methods for overcoming them
- active listening and questioning techniques

- customer service standards
- workplace documentation commonly used in warehouse and supply chain operations
- housekeeping requirements and their impact on workplace safety and operational efficiency
- housekeeping standards
- purpose of housekeeping within the workplace
- common workplace hazards found in warehouse and supply chain environments
- basic mathematical operations including addition, subtraction, multiplication and division
- use of workplace technology and digital devices to perform calculations
- procedures for reporting hazards, incidents and workplace issues
- types of workplace signs, labels and symbols commonly used in warehouse and supply chain operations.

Assessment Conditions

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
	Newly created	This unit has been created to address a skill or task required by industry that is

		not covered by an existing unit of competency
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Links

Companion volumes, including implementation guides, are found on the national training register - <https://training.gov.au/training/details/TLI>.

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