

Reference No.																		
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SELF-ASSESSMENT GUIDE

Qualification Title:	WAREHOUSING SERVICES NC III		
Units of Competency Covered	<ul style="list-style-type: none"> • Complete Receipt/Dispatch Documentation • Identify and Inspect Stored Stocks • Maintain Transport/Stock Records • Participate in Stock Inventory Count • Render Excellent Customer Service 		
Instruction:			
<ul style="list-style-type: none"> • Read each question and check the appropriate box to indicate your answer. 			
Can I?	YES	NO	
Complete Receipt/Dispatch Documentation			
<ul style="list-style-type: none"> • Check and validate stocks/orders and identifies stock locator systems* 			
<ul style="list-style-type: none"> • Identify transportation and route planning requirements* 			
<ul style="list-style-type: none"> • Monitor and record stock movement* 			
<ul style="list-style-type: none"> • Determine delivery requirements to accomplish 			
<ul style="list-style-type: none"> • Provide and put labels/tags as necessary* 			
<ul style="list-style-type: none"> • Record, file and keep documents* 			
<ul style="list-style-type: none"> • Follow government regulatory requirements and workplace standard operating procedures* 			
<ul style="list-style-type: none"> • Identify and follow workplace procedures, regulations and legislation appropriate to the position* 			
<ul style="list-style-type: none"> • Identify and determine fundamental caused of the problem 			
<ul style="list-style-type: none"> • Determine the correct and preventive action 			
<ul style="list-style-type: none"> • Apply appropriate codes of acceptable and ethical work practices 			
Identify and Inspect Stored Stocks			
<ul style="list-style-type: none"> • Follow Occupational Safety & Health Standards (OSHS)* 			
<ul style="list-style-type: none"> • Perform mathematical computations* 			
<ul style="list-style-type: none"> • Identify classification, quality status, storage and handling requirement of stocks* 			
<ul style="list-style-type: none"> • Identify warehouse stock locator system* 			
<ul style="list-style-type: none"> • Inspect stored stocks with proper labelling, segregation and disposal of stocks* 			
<ul style="list-style-type: none"> • Identify appropriate signages and stock visual cues* 			

• Prepare reports as prescribed on stock status and movement*		
• Identify workplace layout, flow of materials/goods and workplace procedure		
• Identify and follow workplace emergency procedures in real and simulated emergency situation		
• Complete work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/information		
• Check and maintain seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures		
Maintain Transport/Stock Records		
• Identify and process appropriate documents according to transport mode, type, valuation and volume of stocks*		
• Monitor and update necessary documents/records*		
• Handle filing systems for safekeeping, retrieval and disposal of documents as necessary*		
• Select appropriate technology consistent with work requirements		
• Check evaluation of improvements for outcomes and compliance with workplace requirements		
• Apply basic quality concepts to work activities		
• Provide accurate and complete data in accordance with the requirements		
Participate in Stock Inventory Count		
• Identify inventory items which includes zones and maps count locations*		
• Identify resources and work requirements needed in the count*		
• Conduct inventory count and record results*		
• Reconcile inventory count variances with systems inventory balance and make necessary adjustment*		
• Prepare inventory count reports*		
• Represent concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf		
• Improve individuals and/or team performance given a variety of possible scenario		
• Allocate duties and responsibilities, having regard to individual's knowledge, skills and the needs of the tasks to be performed		
• Provide accurate estimates to complete assigned work/activities		
Apply Customer Service Skills		
• Identify and record relevant customer's data in the master file*		

• Identify and comply with customer requirements*		
• Handle customer inquiries/complaints efficiently and courteously*		
• Demonstrate sufficient knowledge of the factors influencing negotiation to achieve agreed outcome		
• Participate in negotiation with at least one person to achieve an agreed outcome		
• Apply appropriate codes of acceptable and ethical work practices		
• Deal with customer inquiries courteously and efficiently		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's signature:	Date:	

* *Critical Aspects of Competency*

NOTE: The Candidate MUST bring calculator to take the assessment.