

Training Package	Retail Services (SIR07)/Transport and Distribution (TDT02)		HSC Requirements and Advice
Unit title	Despatch stock		
Unit code	Competency field (for SIR07)	Field A (for TDT02)	HSC Indicative Hours
TDTA2197B	Goods Handling	Handling Cargo/Stock	10

Description	This unit involves the skills and knowledge required to despatch stock in accordance with workplace requirements including analysing orders to identify work requirements, following workplace order picking processes to prepare goods for despatch, and completing despatch tasks in accordance with workplace procedures and schedules.
Prerequisite units	–
Interdependent assessment of units	This unit of competency may be assessed in conjunction with other units that form part of a worker's job function.
Employability Skills	–

Evidence Guide

Critical aspects of evidence to be considered	Context for assessment	Consistency in performance	Resource implications
<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> locate, interpret and apply information relevant to despatch operations identify purpose of component parts of order forms identify products and relevant handling requirements organise own despatch operations provide customer/client service and work effectively with others convey information in written and oral form maintain workplace records and documentation 	<p>Assessment of this unit must be undertaken by a Registered Training Organisation.</p> <p>As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning.</p> <p>Appropriate practical assessment must occur:</p> <ul style="list-style-type: none"> at the Registered Training Organisation, and/or in an appropriate work situation. 	<p>Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> locating, interpreting and applying relevant information identifying the purpose of the component parts of order forms identifying products and relevant handling requirements organising own despatch operations providing customer/client service and working effectively with others conveying information in written and oral form maintaining workplace records and documentation 	<p>Access is required to opportunities to:</p> <ul style="list-style-type: none"> participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to despatch goods, and/or despatch goods in an appropriate range of operational situations.

Critical aspects of evidence to be considered cont/d		Consistency in performance cont/d	
<ul style="list-style-type: none"> select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context. 		<p>Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> relevant codes of practice and regulations, including ADG Code OHS regulations and hazard prevention policies and procedures workplace procedures and work instructions for the despatch of goods (including housekeeping and security procedures) manufacturer's instructions for the use of equipment procedures for the use of personal protection equipment customer service and quality assurance procedures and policies environmental protection procedures. <p>Action is taken promptly to report and/or rectify any potential difficulties in the packaging of goods in accordance with OHS requirements and workplace procedures.</p> <p>Performance is demonstrated consistently over a period of time and in a suitable range of contexts.</p> <p>Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others.</p> <p>Work is completed systematically with required attention to detail without damage to goods, equipment or personnel.</p>	

Evidence Guide cont/d

Required knowledge and skills

- regulations relevant to despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- relevant OHS and environmental protection procedures and guidelines
- workplace procedures and policies for the organising of despatch operations
- focus of operation of work systems, equipment, management and site operating systems for despatching goods
- problems that may occur when despatching goods and appropriate action that can be taken to resolve the problems
- documentation and record requirements for despatch operations
- equipment used during despatch operations and the precautions and procedures that should be followed in its use
- housekeeping standards procedures required in the workplace
- site layout and obstacles
- focus of operation of work system for orders and the relationships and requirements in respect of related systems
- ability to select and use relevant equipment and communications technology when organising despatch operations
- ability to modify activities depending on differing workplace contexts, risk situations and environments
- ability to read and comprehend simple statements in English
- ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- ability to use required personal protective clothing and equipment conforming to industry and OHS standards
- ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- ability to estimate the size, shape and special requirements of goods/loads.

Element	Performance Criteria	Range of Variables
1 Analyse order to identify work requirements	a. Order request and consignment note documentation is interpreted.	<p>General context</p> <ul style="list-style-type: none"> • work must be carried out in accordance with codes/regulations and workplace requirements relevant to the despatch of goods • work is performed under some supervision generally within a team environment • work involves the application of regulatory requirements and workplace procedures to despatch operations in the warehousing, distribution and/or storage industries. <p>Worksite environment</p> <ul style="list-style-type: none"> • work may be conducted in a range of work environments by day or night • customers may be internal or external • workplaces may comprise large, medium or small worksites • work may be conducted in: <ul style="list-style-type: none"> - restricted spaces - exposed conditions - controlled or open environments • goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods or hazardous substances • problems that may occur when despatching an order include: <ul style="list-style-type: none"> - wrong stock is despatched - wrong carton for order - incorrect location - damaged stock - no stock at location - incorrect quantity - failing to meet a special order requirement - failing to meet customer's delivery requirements • special order requirements may include: <ul style="list-style-type: none"> - pricing - special packing - specific size of carton - special categories of stock • hazards in the work area may include exposure to: <ul style="list-style-type: none"> - chemicals - dangerous or hazardous substances - movements of equipment, goods and materials - oil or water on floor - fire or explosion - damaged packaging or pallet
	b. Required schedules for despatch are identified.	
	c. Product(s) in order are identified.	
	d. Workplace and product knowledge is used to plan sequence of work.	
	e. Appropriate materials handling equipment is selected within required OHS regulations and timeframe for the despatch.	

Element	Performance Criteria	Range of Variables
<p>2 Follow workplace order picking processes to prepare goods for despatch</p>	<p>a. Goods for despatch are selected, checking against product knowledge, labels and other identification systems.</p>	<ul style="list-style-type: none"> - debris on floor - faulty racking - poorly stacked pallets - faulty equipment • communication in the work area may include: <ul style="list-style-type: none"> - phone - electronic data interchange (EDI) - fax - e-mail - Internet - radio - oral, aural or signed communications • depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> - company procedures - enterprise procedures - organisational procedures - established procedures • personal protection equipment may include: <ul style="list-style-type: none"> - gloves - safety headwear and footwear - safety glasses - two-way radios - high visibility clothing • consultative processes may involve: <ul style="list-style-type: none"> - other employees and supervisors - suppliers, customers and clients - relevant authorities and institutions - management and union representatives - industrial relations and OHS specialists - other maintenance, professional or technical staff. <p>Sources of information/documents</p> <ul style="list-style-type: none"> • information/documents may include: <ul style="list-style-type: none"> - goods identification numbers and codes - manifests, picking slips, merchandise transfers, stock requisitions and bar codes - manufacturer's specifications for equipment/tools - workplace procedures and policies - supplier and/or client instructions - dangerous goods declarations and material safety data sheets (where applicable) - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	<p>b. Products are sorted, assembled and consolidated.</p>	
	<p>c. Orders are secured and placed in storage/despatch zones, in accordance with schedule.</p>	
	<p>d. Order is checked against despatch schedule and order form.</p>	

Element	Performance Criteria	Range of Variables
3 Complete despatch following workplace procedures and schedules	a. Workplace records are completed, and labels and appropriate documentation attached.	<ul style="list-style-type: none"> - relevant legislation, regulations and related documentation including the ADG Code - award, enterprise bargaining agreement, other industrial arrangements - standards and certification requirements - quality assurance procedures - emergency procedures.
	b. Load labels and documentation are checked and loading organised in accordance with workplace procedures and ADG Code (where applicable).	Applicable regulations and legislation <ul style="list-style-type: none"> • applicable regulations and legislation may include: <ul style="list-style-type: none"> - relevant codes and regulations pertaining to the organising of despatch operations - Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ▪ Australian and International Dangerous Goods Codes ▪ Australian Marine Orders and the International Maritime Dangerous Goods Code ▪ IATA's 'Dangerous Goods by Air' regulations ▪ Australian and International Explosives Codes
	c. Final check of load labels and documentation is completed in accordance with requirements.	<ul style="list-style-type: none"> - relevant State/Territory OHS legislation - relevant State/Territory environmental protection legislation - licence, patent or copyright arrangements - water and road use and licence arrangements - export/import/quarantine/bond requirements - workplace relations regulations - workers compensation regulations.
	d. Transportation requirements are described to driver where appropriate.	

KEY COMPETENCIES

Three levels of performance denote level of competency required to perform a task.

1. Perform 2. Administer 3. Design

Key competency	Performance level
Collect, analyse and organise information	2
Communicate ideas and information	1
Plan and organise activities	3
Work with others and in teams	2
Use mathematical ideas and techniques	2
Solve problems	2
Use technology	2