



Australian Government

Department of Education, Employment and Workplace Relations

FPPWAR255A Prepare and dispatch product

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to prepare and dispatch product in the pulp and paper industry

General legislation, regulatory, licensing and certification requirements applicable to this unit are detailed in the range statement

Specific high risk licensing requirements for this unit may be applicable and are to be met separately and prior to the achievement of this unit

Application of the Unit

Application of the unit

This unit applies to operators who prepare and dispatch product in the pulp and paper industry. This work typically involves complex integrated equipment and continuous operations

This unit generally applies to those who:

- analyse order to identify work requirements
- prepare goods for dispatch
- dispatch product, and
- finalise documentation

to meet safety, quality and productivity requirements

It does not include packaging or storage of product

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements	1.1. Order is analysed to identify work requirements within Occupational Health and Safety (OHS) regulations, environmental and safe working requirements/practices, Standard Operating Procedures (SOP), and housekeeping requirements 1.2. Order request and consignment note documentation is interpreted 1.3. Required schedules for despatch are identified 1.4. Products in order are identified 1.5. Workplace and product knowledge is used to plan sequence of work 1.6. Appropriate materials handling equipment is selected within timeframe for the despatch
2. Prepare goods for dispatch	2.1. Goods are prepared for dispatch within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements 2.2. Goods for dispatch are selected, checking against product knowledge, labels and other identification systems 2.3. Products are sorted, assembled and placed in storage or dispatch zones, in accordance with schedule 2.4. Order are placed in storage or dispatch zones in accordance with schedule 2.5. Order is checked against dispatch schedule and order form
3. Dispatch product	3.1. Product is dispatched within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements 3.2. Load requirements are communicated to carriers representative 3.3. Products are loaded for dispatch using required materials handling equipment 3.4. Damaged product is identified and processed during loading 3.5. Checks are made with the carrier to confirm the load has been secured
4. Finalise documentation	4.1. Documentation is checked and finalised within OHS regulations, environmental and safe working

ELEMENT**PERFORMANCE CRITERIA**

requirements/practices, SOP, and housekeeping requirements

4.2. Final check of documentation is completed

4.3. Security seals are attached as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the skills and knowledge required for this unit.

Required skills

- Uses required forms of communication in preparing and dispatching product
- Reads and interprets required documentation, procedures and reports
- Accesses and navigates and enters computer based information required for the dispatch of product including:
 - maintaining inventory systems
 - recording non-conforming product
 - entering customer orders
- Communicates effectively with individuals and teams
- Interprets instruments, gauges and data recording equipment
- Identifies and actions problems within level of responsibility
- Identifies and rectifies faults in dispatch processes
- Identifies and monitors process control points
- Maintains situational awareness in the work area
- Selects and loads product to customer requirements
- Implements isolation and lockout procedures for equipment within storage areas
- Operates required materials handling equipment
- Maintains required materials handling equipment
- Operates high risk equipment as required
- Analyses and uses sensory information to maintain safety, quality and productivity
- Uses electronic and other control systems to dispatch product as required

Required knowledge

- Procedures, regulations and legislative requirements relevant to preparing and dispatching product including OHS, environmental including relevant sustainability requirements/practices, SOP, isolation procedures, safe working requirements, risks and hazard identification and housekeeping
- Load limits, restraint rules and regulations

REQUIRED SKILLS AND KNOWLEDGE

- Relevant forms of communication
- Basic problem-solving techniques consistent with level of responsibility
- Working knowledge of product dispatch processes, layout and associated services including operating parameters, variation and associated adjustments within level of responsibility
- Dispatch procedures and responsibilities and quality assurance documentation
- Warehouse organisation and traffic flow systems
- Application of high risk equipment as required
- Sensory information that indicates a deviation from standard operating parameters
- Sufficient knowledge of electronic and other control systems, operation and application to make appropriate adjustments that control dispatch of product

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence should be relevant to the work. It should satisfy the requirements of the elements and performance criteria and include consideration of:

- the required knowledge and skills tailored to the needs of the specific workplace
- applicable OHS regulations, environmental and safe working requirements/practices, SOP and housekeeping requirements
- applicable aspects of the range statement
- practical workplace demonstration of skills in preparing and dispatching product

Context of and specific resources for assessment

A workplace assessment must be used to assess:

- the application of required knowledge on the job
- the application of skills on the job, over time and under a range of typical conditions that may be experienced in dispatching product

Access to the full range of equipment involved in product dispatch operations in a pulp or paper mill is required

Method of assessment

A combination of assessment methods should be used. The following examples are appropriate for this unit:

- observation of applied skills and knowledge on the job
- workplace demonstrations via a mock-up or simulation that replicate part/s of the job
- answers to written or verbal questions about specific skills and knowledge
- third-party reports from relevant and skilled personnel
- written evidence e.g. log sheet entries, checklist entries, test results

Assessment processes and techniques must be culturally appropriate and in keeping with the language and literacy capacity of the learner and the work being

EVIDENCE GUIDE

performed. This includes conducting an assessment in a manner that allows thoughts to be conveyed verbally so that the learner can both understand and be understood by the assessor (e.g. use plain English and terminology used on the job)

A holistic assessment with other units relevant to the pulp and paper industry, mill and job role is recommended

Additional information on approaches to assessment for the pulp and paper industry is provided in the Assessment Guidelines for this Training Package

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Plant, systems and equipment may include:
- materials handling equipment including:
 - forklift and attachments
 - pallet truck
 - gantry crane
 - poly-wrapper
 - labelling system
 - RF (radio frequency) guns or barcode scanners
 - sweeper
 - transport equipment including trucks and trailers
 - ramps and dock levellers
 - wrapping and packing
 - guillotine, knives and cutting equipment
 - conveying systems
 - processes equipment (manual, motorised)
 - overhead cranes
 - scales

RANGE STATEMENT

- Materials and supplies may include:
- roll grab attachments
 - warehousing control systems
 - electronic, pneumatic and hydraulic process controls
 - computer systems
 - electronic screens and alarms
 - slip sheets
 - plywood
 - container boxes (shippers)
 - security seals
 - shrink and stretch wraps
 - pallets
 - sheet paper
 - signs and labels
 - rolls
 - compressed air
- Product may include:
- unitised pallets
 - customer rolls and reels
 - cartons
 - polybundles
- Electronic control systems may include:
- Digital Control System (DCS)
 - touch screens
 - robotics
- Legislation, regulatory, licensing and certification requirements may include:
- OHS and environmental requirements (local, state and commonwealth)
 - activity or task specific high risk licensing requirements
 - freight transport legislation including load limits and restraint, driver fatigue and train of responsibility
- Documentation, procedures and reports may include:
- production and packaging schedules
 - quality procedures and quality assurance documentation including ISO 9002
 - environmental sustainability requirements/practices
 - plant manufacturing operating manuals
 - oil or chemical spills and disposal guidelines
 - plant isolation documentation
 - safe work documentation e.g. plant clearance, job safety analysis, permit systems
 - work orders

RANGE STATEMENT

Maintenance may include:

- SOP
- customer orders
- Material Safety Data Sheets (MSDS)
- operator level maintenance as per site agreement
- operator maintenance schedules
- maintenance supplies
- maintenance systems
- maintenance suppliers
- pro-active maintenance strategies e.g. Total Productive Maintenance (TPM), Reliability Centred Maintenance (RCM)

Quality assessments as per site requirements may include:

- date coding
- damaged packaging
- sheet size
- roll appearance
- print quality
- roll size
- product identification
- warehousing records

RANGE STATEMENT

Actions may include:

- process adjustments
- reporting to authorised person
- rectifying problem within level of responsibility

Communications may include:

interaction with:

- dispatch co-ordinator
- senior operators
- drivers
- internal/external customers and suppliers
- maintenance services
- team members
- production/services co-ordinator
- operational management
- statutory authorities

Situational awareness may include:

awareness of:

- traffic
- pedestrians
- location of equipment
- product
- hazards
- obstructions
- unexpected movement

Sensory information may include:

- visual
- sound
- feel
- touch
- smell
- vibration
- temperature

Forms of communications may include:

- written e.g. log books, emails, incident and other reports, run sheets, data entry
- reading and interpreting documentation e.g. SOP, manuals, checklists, drawings
- verbal e.g. radio skills, telephone, face to face, handover
- non-verbal e.g. hand signals, alarms, observations
- signage e.g. safety, access

Unit Sector(s)

Not Applicable