



Australian Government

Department of Education, Employment and Workplace Relations

MSAPMSUP273A Handle goods

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This competency covers the handling of materials by an operator as an adjunct to the job of making product. It applies to a limited range of materials. It is NOT intended to be an alternative warehousing competency.

Application of the Unit

Application of this unit

This competency applies to operators who receive or despatch goods from either internal or external sources. The key factors are checking and inspecting goods for conformity to documentation. This competency is typically performed by operators working either independently or as part of a work team. It includes:

- reading and interpreting receipt documentation
- identifying and following procedures for checking goods
- identifying and reporting non-conforming goods
- completing workplace documentation.

This unit does not cover the use of forklift trucks or other load shifting devices. See *PMPSUP205A Transfer loads* or *TDTD1097 Operate a forklift* as appropriate.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

This unit has **no** prerequisites.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT ELEMENT	PERFORMANCE CRITERIA Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
1. Identify requirements.	1.1 Interpret order/paperwork. 1.2 Check and take action on special requirements as needed. 1.3 Check identity of materials. 1.4 Check for completeness and damage. 1.5 Take action on non-conforming materials/loads.
2. Move materials to/from storage/production.	2.1 Select items to be moved based on job requirements and procedures/work instructions. 2.2 Load materials according to standard procedures. 2.3 Move materials as needed. 2.4 Store/place materials safely.
3. Complete documentation.	3.1 Complete material movement records. 3.2 Update stock records as required. 3.3 Complete other paperwork and records as required.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Knowledge of goods and materials sufficient to recognise variance from specifications and then determine appropriate action that is consistent with operating guidelines.

Knowledge of organisation procedures and relevant regulatory requirements along with the ability to implement them within appropriate time constraints and work standards.

Competence includes the ability for the practical completion of the job to:

- apply and/or explain procedures for receiving/despatch of goods, and reconciliation of orders and invoices
- apply and/or describe:
 - storage/handling principles and procedures
 - material hazard properties and their implications for safe handling and storage
 - significance of material to customers
 - transport requirements and restrictions for materials.
- plan own work, including predicting consequences and identifying improvements
- identify when the operator is able to rectify problems, when assistance is required and who is the appropriate source for assistance
- identify and describe own role and role of others involved directly in the receiving of goods
- use PPE, safely handle products and materials, read relevant safety information and apply safety precautions appropriate to the task
- distinguish between causes of problems such as incorrect/incomplete paperwork; wrong goods.

Language, literacy and numeracy requirements

This unit requires the ability to read and interpret typical product specifications, job sheets, procedures, material labels and safety information as provided to operators.

Writing is required to the level of completing workplace forms.

Basic numeracy is required, eg to determine that two 25 kg bags are needed to make up a requirement for 50 kg.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

A holistic approach should be taken to the assessment.

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge.

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

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to

- recognise the importance of material properties and qualities
- apply approved procedures
- take appropriate action to resolve problems or report problems to appropriate personnel.

Consistent performance should be demonstrated. For example, look to see that

- upstream and downstream communication is timely and effective
- procedures and work instructions are read and interpreted correctly
- problems are identified and appropriate action is taken (ie, the problem is fixed or reported)
- all safety procedures are followed.

Assessment method and context

Assessment will occur using industrial goods and will be undertaken in a work-like environment

Competence in this unit may be assessed:

- on a processing plant, allowing for operation under all normal and a range of abnormal conditions
- by using a suitable simulation and/or a range of case studies/scenarios
- through a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Specific resources for assessment

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

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. Add any 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. Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.

Context

This competency applies to operators working either independently or as part of a work team.

Procedures

All operations are performed in accordance with procedures.

Procedures means all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

Tools and equipment

This competency includes use of equipment and tools such as:

- goods identification numbers and codes
- manifests
- picking slips, merchandising transfers, stock requisitions and bar codes
- manufacturer specifications
- supplier and/or client instructions.

Hazards

Typical hazards include:

- stationary and moving machinery, parts or components
- noise, light, energy sources
- humidity, air temperature, radiant heat.

Problems

'Respond to routine problems' means 'apply known solutions to a limited range of predictable problems'. Typical process and product problems may include:

- incorrect goods delivered
- incomplete orders and shipments
- inappropriate packaging
- wrong or incomplete labelling
- incomplete or incorrect paperwork
- special storage requirements including moisture and contamination control
- handling of incomplete loads (either in or out)
- handling of materials which do not meet specifications
- resolving conflicting priorities
- ensuring the correct material arrives at the correct place at the right time.

Variables

Key variables to be monitored include:

- compliance with 'receiving' procedures
- appropriate handling of incoming goods
- completion of documentation
- condition of packaging and lifting or moving locations
- availability of lifting/moving equipment
- unloading practices
- variations in provider documentation.
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Unit Sector(s)

Not applicable.