



Australian Government

MSMSUP273 Handle goods

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP273A Handle goods

Application

This unit of competency covers the skills and knowledge required to receive and despatch products and/or materials from either internal or external sources as an adjunct to the job of making product.

It applies to operators who are required to receive and process orders, maintain records, identify and select goods to be despatched and ensure they are despatched to the correct location.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other shift team members and the control room operator, as appropriate.

This unit of competency focuses on processing goods to be despatched and/or received. The person undertaking this role may require additional competencies to cover the operation of forklift trucks or other regulated load shifting devices.

This competency is NOT intended for people who, as a major function, operate a store or warehouse. For these people warehousing units of competency should be used.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Identify work	1.1	Read and interpret documentation
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- requirements**
- 1.2 Identify required schedules for receipt or despatch
 - 1.3 Identify correct product/material
 - 1.4 Identify potential problems and required action/solution
 - 1.5 Plan work sequence using workplace and product knowledge
 - 1.6 Select appropriate materials handling equipment as required
 - 1.7 Identify work health and safety (WHS) requirements
- 2 **Prepare for receiving or despatching goods**
- 2.1 Select and check goods for receiving/despatch against product/material knowledge, labels and other identification systems
 - 2.2 Sort, assemble and consolidate products as necessary
 - 2.3 Secure order and place in storage areas in accordance with schedule
 - 2.4 Check order against receiving/despatch schedule and order form
- 3 **Move materials into/out of storage or to/from production**
- 3.1 Check paperwork and identity of materials
 - 3.2 Check for completeness and/or damage
 - 3.3 Take action on non-conforming products/materials
 - 3.4 Move products/materials safely
 - 3.5 Store materials safely as required
 - 3.6 Resolve routine problems that arise in accordance with procedures
- 4 **Complete materials movement records**
- 4.1 Complete materials movement records (in or out)
 - 4.2 Update records as required
 - 4.3 Complete other paperwork and records as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Documentation and records

Documentation and records include:

- any information and data in relation to despatch, receipt, movement

and storage of goods whether it is manual, paper-based, electronic or verbal, either in person or by phone/radio, and includes one or more of the following:

- order requests
- invoices
- picking slips
- labels
- transportation requirements
- bills of materials
- inventory lists
- databases

Tools and equipment

Tools and equipment include one or more of the following:

- mobile plant/fork lifts
- manual handling equipment
- hand tools
- shrink wrappers
- tape machine labellers
- loose bulk packing equipment
- computers and bar code readers
- bag filling equipment
- pallets
- wrapping machines
- personal protective equipment (PPE)
- distribution equipment, such as A-frames, stillages, containers, elevated platforms and communication equipment

Hazards

Hazards include one or more of the following:

- inappropriate movements and postures
- manual handling hazards
- heat, smoke, dust or other atmospheric hazards
- electricity
- gas
- gases and liquids under pressure
- equipment failures
- industrial (machinery, equipment and product)
- equipment or product mass
- noise, rotational equipment or vibration
- hazardous products and materials
- unauthorised personnel

- sharp edges, protrusions or obstructions
- slippery surfaces, spills or leaks
- extreme weather
- other hazards that might arise

Routine problems Routine problems must be resolved by applying known solutions.

Routine problems are predictable and include one or more of the following:

- special storage requirements, including moisture and contamination control
- compatibility of goods in loads and in storage
- handling of incomplete loads (either in or out)
- handling of materials which do not meet specifications
- conflicting priorities
- incomplete or incorrect paperwork
- product requirements
- job priority
- product/material variations

Known solutions are drawn from one or more of the following:

- procedures
- training
- remembered experience

Non-routine problems must be reported according to according to relevant procedures.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>