



Australian Government

Department of Education, Employment and Workplace Relations

TLIA2012A Pick and process orders

Release: 1

TLIA2012A Pick and process orders

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to pick and process orders in accordance with workplace requirements including identifying workplace order picking processes, policies and procedures; picking and despatching orders, and recording stock levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with relevant codes/regulations and workplace requirements for the picking and processing of orders.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures to the picking and processing of orders in the warehousing, distribution and/or storage industries.

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 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	PERFORMANCE CRITERIA
1 Identify workplace order picking processes, policies and procedures	<p>1.1 Workplace procedures for order picking and related workplace documentation are interpreted</p> <p>1.2 Stock allocation and location systems are identified and located</p> <p>1.3 Appropriate manual handling equipment is selected in accordance with OH&S regulations and workplace procedures</p>
2 Pick and despatch an order	<p>2.1 Work requirements are planned with appropriate equipment and documentation assembled</p> <p>2.2 Zones of the warehouse which store required products are identified and located</p> <p>2.3 Pick path is established</p> <p>2.4 Where required, appropriate pallet(s) for orders are selected and stacked to minimise stock damage and maximise stability</p> <p>2.5 Products are selected and consolidated</p> <p>2.6 Products/pallets are located in despatch areas</p> <p>2.7 Products are assembled to meet workplace schedules</p> <p>2.8 Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule</p>
3 Record stock levels	<p>3.1 Storage areas are checked and stocks are noted for replenishment in accordance with workplace procedures</p> <p>3.2 Workplace records are completed in accordance with workplace requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the picking and processing of orders
- Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders
- Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems

REQUIRED KNOWLEDGE AND SKILLS

- Documentation and record requirements when picking and processing an order
- Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when picking and processing orders
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders
- Complete documentation related to picking and processing orders
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when picking and processing orders
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when picking and processing orders in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when picking and processing orders
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when picking and processing orders
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant equipment and communications technology when picking and processing orders
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate the size, shape and special requirements of goods/loads

Evidence Guide

EVIDENCE GUIDE

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

- | | |
|---|---|
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <ul style="list-style-type: none"> • The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement |
| Context of and specific resources for assessment | <ul style="list-style-type: none"> • Performance is demonstrated consistently over a period of time and in a suitable range of contexts • Resources for assessment include: <ul style="list-style-type: none"> • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or • access to an appropriate range of relevant operational situations in the workplace • In both real and simulated environments, access is required to: <ul style="list-style-type: none"> • relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals |
| Method of assessment | <ul style="list-style-type: none"> • Assessment of this unit must be undertaken by a registered training organisation • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests • Practical assessment must occur: <ul style="list-style-type: none"> • through activities in an appropriately simulated environment at the registered training organisation, and/or • in an appropriate range of situations in the workplace |

Range Statement

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.

- | | |
|---|--|
| Work may be conducted: | <ul style="list-style-type: none"> • by day or night • in a range of work environments |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites |
| Work may be conducted in: | <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments |
| Problems that may occur when picking and processing an order include: | <ul style="list-style-type: none"> • wrong stock is picked • wrong carton for order • incorrect location • damaged stock • no stock at location • incorrect quantity • failing to meet a special order requirement |
| 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 • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment |
| Consultative processes may involve: | <ul style="list-style-type: none"> • workplace personnel • supervisors and managers • customers/clients • contractors • official representatives |
| Communication in the work area may include: | <ul style="list-style-type: none"> • phone • electronic data interchange (EDI) • fax |

RANGE STATEMENT

- email
 - internet
 - RF communications
 - barcode readers
 - oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Personal protective equipment may include:
- gloves
 - safety headwear and footwear
 - safety glasses
 - two-way radios
 - high visibility clothing
- Information/documents may include:
- goods identification numbers and codes
 - manifests, picking slips, merchandise transfers, stock requisitions and bar codes
 - manufacturers specifications for equipment/tools
 - workplace procedures and policies
 - supplier and/or client instructions
 - material safety data sheets
 - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
 - relevant legislation, regulations and related documentation
 - award, enterprise bargaining agreement, other industrial arrangements
 - standards and certification requirements
 - quality assurance procedures
 - emergency procedures
- Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to the picking and processing of orders
 - Australian Dangerous Goods Code
 - relevant state/territory OH&S 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

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock