



Australian Government

**Assessment Requirements for
FWPCOT2227 Process orders and despatch
products**

Release: 1

Assessment Requirements for FWPCOT2227 Process orders and despatch products

Modification History

Release	Comment
1	<p>Replaces equivalent unit FPICOT2227B Process orders and despatch products, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format.</p> <p>Assessment requirements now specify the performance and knowledge evidence, as well as assessment conditions for this unit of competency. These sections simplify and replace components used in the previous unit format, including Required Skills and Knowledge, Evidence Guide and Range Statement</p>

Performance Evidence

- A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. If a specific volume or frequency is not stated below, then evidence must be provided that the following requirements have been performed on at least one occasion:
- follow organisational policies and procedures relevant to processing orders and despatching products
- process orders including
 - selecting and compiling orders
 - sort and consolidate products
 - wrap products
- despatch products including
 - labelling
 - organising transport.
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Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- system functions and capabilities of industry and specific organisational order and despatch software systems
- format, content and use of:
 - order and consignment documentation

- despatch schedules
- despatch labels
- storage layout and categories of finished products for a forest products factory setting
- key features of the product range of the organisation
- transport conditions for different types of products and packaging requirements to avoid damage
- environmental protection practices for packaging products for despatch:
 - avoiding waste when wrapping and packaging
 - reusing recycled materials on hand
 - disposing of and recycling wrapping and packaging materials
- safe manual handling techniques for selecting and compiling orders; those for bending, lifting and shifting and carrying heavy items
- organisational policies and procedures specific to processing orders and despatching products
- workplace health and safety and use of assistive equipment to shift heavy items
- processing and despatching orders; completion of required documentation and labelling
- communication reporting lines
- recording and reporting order and despatch problems.
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Assessment Conditions

The following resources must be made available:

- computers, keyboards and printers
- industry current software programs used to control order and despatch processes
- assistive equipment to shift heavy items
- personal protective equipment used for selecting and compiling orders
- a diverse range of products to be selected, compiled and packaged for despatch:
 - timber
 - wood panel products
 - manufactured timber products
- wrapping and packaging materials for products despatched from a forest products factory setting
- order and consignment documentation
- despatch schedules
- despatch labels
- template reports for recording order and despatch problems
- organisational policies and procedures for processing orders and despatching products.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>