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FWPCOT2227 Process orders and despatch products

Release: 1

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Modification History

Release	Comment
1	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.

Application

This unit of competency describes the outcomes required to process orders, select, compile and wrap products and to organise their despatch. Work is completed in a forest products factory setting.

The unit applies to Sawmill Worker, Production Worker, Manufacturing Assistant.

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

Pre-requisite Unit

Nil

Unit Sector

Common Technical; applies across sectors

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.*
1. Prepare for orders and despatch	1.1 Review orders and consignment documentation and where required check with appropriate personnel.
	1.2 Plan and sequence despatch schedules in line with organisational procedures.
2. Process orders	2.1 Use safe manual handling techniques when selecting and

	processing goods to avoid personal injury.
	2.2 Select and compile products in line with order documentation.
	2.3 Check products using product knowledge, labels and other identification systems.
	2.4 Wrap finished product orders to avoid damage during transportation.
	2.5 Avoid wastage of packaging materials; reuse recycled materials and recycle offcuts.
	2.6 Check order against despatch schedule and order documentation.
	2.7 Sort and consolidated compiled orders in line with organisational procedures.
3. Despatch products	3.1 Complete records for despatch and product movement.
	3.2 Complete, attach and check load labels and documentation.
	3.3 Organise loading in line with organisational procedures.
	3.4 Explain transportation requirements to driver.
	3.5 Update stock records in line with organisational procedures.
	3.6 Record order and despatch problems and report to appropriate personnel.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.	
Numeracy skills to:	• interpret numbers of goods on order documentation, count items to match • input accurate numerical data into stock records.
Oral communication skills to:	• ask open and closed probe questions and actively listen to clarify contents of orders and consignment documentation • provide clear instructions to delivery driver.

Reading skills to:	• interpret detailed and familiar documents:
	  • organisational procedures
	  • orders, consignment documents, despatch schedules, product labels and stock records.

Writing skills to:	• complete basic accurate records of orders and despatch • accurately record information on despatch labels • make simple reports about order and despatch problems.

Planning and organising skills to:	• complete order and despatch activities in a logical and time-efficient sequence using despatch schedules to guide activities.
Problem-solving skills to:	• identify, record and report order discrepancies and quality issues.

Technology skills to:	• use:
	  • a computer and keyboard
	  • the system capabilities and functions of an order and despatch system
	  • equipment used to assist with shifting goods.

Range of Conditions

Not Applicable

Unit Mapping Information

FPICOT2227B Process orders and despatch products

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47