



Australian Government

MEM11005 Pick and process order

Release: 1

MEM11005 Pick and process order

Modification History

Release 1. Supersedes and is equivalent to MEM11005B Pick and process order

Application

This unit of competency defines the skills and knowledge required to receive an order, pick an order, check against documentation and place in the correct area and complete enterprise documentation.

This unit applies where the employee needs to exercise knowledge of the enterprise product range and the procedures, practices and standards for the storage and handling of a product.

Simple handling of goods not requiring the ability to identify different products or to interact with inventory records and stock location systems is covered by unit MEM11010 Operate mobile load shifting equipment or unit MEM11011 Undertake manual handling.

If materials handling equipment skills are required unit MEM11010 Operate mobile load shifting equipment should also be selected.

Where materials handling equipment requires a licence, appropriate units should also be selected.

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

Where the storage and handling of dangerous goods is a component of the application of this unit, users should check for relevant regulations and legislation with the appropriate authorities.

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM11011	Undertake manual handling
MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Materials handling

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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|---|-----------------------------------|-----|--|
| 1 | Determine job requirements | 1.1 | Follow standard operating procedures (SOPs) |
| | | 1.2 | Comply with work health and safety (WHS) requirements at all times |
| | | 1.3 | Use appropriate personal protective equipment (PPE) in accordance with SOPs |
| | | 1.4 | Identify job requirements from specifications, job sheets or work instructions |
| | | | |
| 2 | Receive order | 2.1 | Receive orders and check for errors |
| | | 2.2 | Identify product to be picked |
| | | | |
| 3 | Pick order | 3.1 | Select and use materials handling equipment appropriate to products, as required |
| | | 3.2 | Locate products to be picked according to SOPs |
| | | 3.3 | Pick order, either by manual handling or using materials handling equipment |
| | | 3.4 | Handle product according to storage and handling requirements identified in operating procedures/regulations |
| | | | |
| 4 | Finalise order picking | 4.1 | Check picked order against documentation |
| | | 4.2 | Place picked order in correct area for consolidation |
| | | 4.3 | Complete enterprise documentation |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

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.

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| Materials handling equipment includes one (1) or more of the following: | <ul style="list-style-type: none">• forklift• order picker• WAVE truck• pallet trucks• wheelbarrow• trolleys• sack truck |
| Storage and handling requirements include the following: | <ul style="list-style-type: none">• relevant legislative requirements e.g. dangerous goods and storage of poisons acts and regulations |
| Enterprise documentation includes one (1) or more of the following: | <ul style="list-style-type: none">• invoices• orders• returns• recording cards• inventory documentation• maintenance inventories• documents (hardcopy or electronic) required by legislation |

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM11005B Pick and process order

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>