



Australian Government

MEM11014 Undertake warehouse dispatch process

Release: 1

MEM11014 Undertake warehouse dispatch process

Modification History

Release 1. Supersedes and is equivalent to MEM11014B Undertake warehouse dispatch process

Application

This unit of competency defines the skills and knowledge required to arrange and consolidate orders, prepare and dispatch goods in a store or warehousing environment and utilise the application of the knowledge of warehouse systems and procedures.

Where the received goods are bulk fluids or gases (i.e. large commercial quantities) unit MEM11009 Handle/move bulk fluids/gases should also be selected.

Where load shifting equipment operation skills are required unit MEM11010 Operate mobile load shifting equipment should also be selected.

Where the selection and use of engineering measurement is required unit MEM12023 Perform engineering measurements should also be selected.

Where hazardous goods are received and handled unit MEM13003 Work safely with industrial chemicals and materials should also be selected.

Where the selection and use of hand tools is required unit MEM18001 Use hand tools should also be selected.

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

Where the 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

MEM11008	Package materials (stores and warehouse)
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.

- | | | | |
|---|---------------------------------------|-----|--|
| 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 despatch requirements from customer requirements |
| | | | |
| 2 | Arrange and consolidate orders | 2.1 | Consolidate packed orders into customer or carrier batches according to SOPs |
| | | 2.2 | Place consolidated goods into correct dispatch area |
| | | | |
| 3 | Prepare for dispatch of goods | 3.1 | Identify goods requiring special unloading procedures |
| | | 3.2 | Pack goods and shrink-wrap and/or palletise |
| | | 3.3 | Label goods and attach appropriate documentation according to SOPs |
| | | 3.4 | Place goods in dispatch area ready for loading according to pick-up schedule and carrier requirements |
| | | | |
| 4 | Dispatch goods | 4.1 | Check carrier and customer documentation |
| | | 4.2 | Communicate loading and transportation requirements to driver and receive confirmation from the driver |
| | | 4.3 | Load goods onto vehicle using appropriate materials handling techniques and devices |
| | | 4.4 | Complete inventory records/documentation according to |

Elements describe the essential outcomes.

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

SOPs

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.

Packed includes one (1) or more of the following:

- wrapping
- shrink wrapping
- wrapping in bubble wrap
- polystyrene packing
- pallets
- crates/boxes
- other methods
- packing tape
- banding
- boxes
- pallet racking

Labelled includes the following:

- labelling to meet requirements of dangerous goods legislation acts and regulations, storage of chemicals/poisons, industry codes of practice and environmental codes

Documentation includes one (1) or more of the following:

- invoice
- carrier or supplier documentation

Loading includes the following:

- special loading procedures required with respect to hazardous goods, chemicals/poisons and for goods where size, shape, fragility require special procedures

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.

Materials handling techniques and devices include one (1) or more of the following:

- hand trolleys
- wheelbarrows
- motorised/hand pallet trucks (not sit on)
- hand carts
- dedicated production or process lifting equipment
- baskets, spreader bars, cradles or the like attached to lifting equipment

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>