



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MEM11005B Pick and process order**

**Release: 1**

## MEM11005B Pick and process order

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers receiving an order, picking an order, checking against documentation, placing in the correct area and completing enterprise documentation.
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### Application of the Unit

<b>Application of the unit</b>	<p>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.</p> <p>If materials handling equipment skills are needed, Unit MEM11010B (Operate mobile load shifting equipment) should be accessed.</p> <p>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 MEM11010B (Operate mobile load shifting equipment) or Unit MEM11011B (Undertake manual handling).</p> <p><b>Band: A</b></p> <p><b>Unit Weight: 4</b></p>
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### Licensing/Regulatory Information

Not Applicable

## Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Receive order	1.1.Orders are received and checked for errors. 1.2.Product to be picked is identified.
2. Pick order	2.1.Materials handling equipment appropriate to products is selected and used, if required. 2.2.Products to be picked are located using standard operating procedures. 2.3.Order is picked accurately, either by manual handling or using materials handling equipment. 2.4.Product is handled according to storage and handling requirements identified in standard operating procedures/regulations.
3. Finalise order picking	3.1.Picked order is checked against documentation. 3.2.Picked order is placed in correct area for consolidation. 3.3.Enterprise documentation is completed.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

Look for evidence that confirms skills in:

- reading and interpreting routine information on written orders and standard operating procedures. May include simple drawings
- using materials handling equipment in a warehouse
- identifying dangerous goods
- following oral instruction
- entering routine and familiar information onto proformas and standard workplace forms

#### Required knowledge

Look for evidence that confirms knowledge of:

- safe manual handling procedures
- reasons for selecting materials handling equipment

**REQUIRED SKILLS AND KNOWLEDGE**

- safe storage and handling procedures for a range of products including dangerous goods
- applicable Material Safety Data Sheets
- applicable industry standards, national/Australian standards, NOHSC guidelines, State/Territory regulatory codes of practice/standards
- use and application of personal protective equipment
- safe work practices and procedures
- hazards and control measures associated with picking and processing orders

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	<p>A person who demonstrates competency in this unit must be able to pick and process orders and store products according to enterprise procedures.</p>
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.</p>
<b>Context of and specific resources for assessment</b>	<p>This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.</p> <p>This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with picking and processing orders or other units requiring the exercise of the skills and knowledge covered by this unit.</p>
<b>Method of assessment</b>	<p>Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.</p>
<b>Guidance information for</b>	

**EVIDENCE GUIDE**

assessment

**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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<b>Materials handling equipment</b>	Forklift, order picker, WAVE truck, pallet trucks, wheelbarrow, trolleys, sack truck
<b>Storage and handling requirements</b>	As per legislative requirements e.g. dangerous goods and storage of poisons acts and regulations
<b>Enterprise documentation</b>	Invoices, orders, returns, recording cards, inventory documentation, maintenance inventories, etc. and may include documents (hardcopy or electronic) required by legislation

**Unit Sector(s)**

Unit sector

**Co-requisite units**

<b>Co-requisite units</b>	

## Competency field

Competency field	Materials handling
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