



Australian Government

Department of Education, Employment and Workplace Relations

MEM11014B Undertake warehouse dispatch process

Release: 1

MEM11014B Undertake warehouse dispatch process

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers arranging and consolidating orders, preparing and dispatching goods.
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Application of the Unit

Application of the unit	<p>This unit applies to the dispatch of goods in a store or warehousing environment and the application of the knowledge of warehouse systems and procedures.</p> <p>Complementary communication, planning and quality skills are described in appropriate core units.</p> <p>If load shifting equipment operation skills are required, Unit MEM11010B (Operate mobile load shifting equipment) should be accessed.</p> <p>If hazardous goods are dispatched, Unit MEM13003B (Work safely with industrial chemicals and materials) should also be accessed.</p> <p>If the dispatched goods are bulk fluids and gases (i.e. large commercial quantities), then Unit MEM11009B (Handle/move bulk fluids/gases) may also apply.</p> <p>Band: A</p> <p>Unit Weight: 4</p>
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM11006B	Perform production packaging
	MEM11011B	Undertake manual handling
Path 2	MEM11008B	Package materials (stores and warehouse)
	MEM11011B	Undertake manual handling

Employability Skills Information

Employability skills	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. Arrange and consolidate orders	1.1.Packed orders are consolidated into customer or carrier batches according to standard operating procedures. 1.2.Consolidated goods are placed into correct dispatch area.
2. Prepare for dispatch of goods	2.1.Goods are packed, shrink-wrapped and/or palletised. 2.2.Goods are labelled and appropriate documentation is attached according to standard operating procedures. 2.3.Goods are placed in dispatch area ready for loading according to pick-up schedule and carrier requirements.
3. Dispatch goods	3.1.Carrier and customer documentation is checked. 3.2.Loading and transportation requirements are accurately communicated to driver and received from the driver. 3.3.Goods are loaded onto vehicle using appropriate materials handling techniques and devices. 3.4.Inventory records/documentation is completed according to requirements.

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:

- interpreting information on job instructions, orders, supplier documents, signs, codes, labels and other applicable reference documents
- checking orders, quantities, descriptions and supplier documentation
- packing, shrink-wrapping and/or palletising goods for dispatch
- maintaining dispatch documentation
- manual handling
- selecting and using lifting equipment appropriate to the load
- selecting dispatch procedures and processes, including labelling
- entering information onto manual and electronic workplace documents

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge**

Look for evidence that confirms knowledge of:

- relevant legislation, regulations and codes
- checking and recording processes and procedures
- handling of hazardous goods, storage procedures and processes, including labelling
- safe work practices and procedures
- hazards and control measures associated with undertaking warehouse dispatch processes

Evidence Guide

EVIDENCE GUIDE	
<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>	
<p>Overview of assessment</p>	<p>A person who demonstrates competency in this unit must be able to undertake warehouse dispatch processes. Competency in this unit cannot be claimed until all prerequisites have been satisfied.</p>
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<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>
<p>Context of and specific resources for assessment</p>	<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 undertaking warehouse dispatch processes or other units requiring the exercise of the skills and knowledge covered by this unit.</p>
<p>Method of assessment</p>	<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>

EVIDENCE GUIDE**Guidance information for 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.

Packed

- Wrapping, shrink wrapping, wrapping in bubble wrap, polystyrene packing, pallets, crates/boxes and others
- Sealing such as packing tape, banding, boxes, pallet racking

Labelled

Labelling meets requirements of dangerous goods legislation acts and regulations, storage of chemicals/poisons, industry codes of practice, environmental codes etc.

Documentation

Invoice, carrier or supplier documentation

Loading

Special loading procedures may be required with respect to hazardous goods, chemicals/poisons, etc. and for goods where size, shape, fragility require special procedures

Materials handling techniques and devices

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

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Materials handling
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