



Australian Government

Department of Education, Employment and Workplace Relations

TLIA3018A Organise despatch operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and organise despatch operations	<ul style="list-style-type: none">1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics1.3 Deadlines are scheduled to meet order requirements1.4 Work processes are planned to meet deadlines
2 Organise the storage and despatch of stock	<ul style="list-style-type: none">2.1 Employees, equipment and storage areas are allocated and supervised2.2 Individuals are informed of work requirements and deadlines2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&S requirements2.4 Discrepancies in stocks are noted and reported in accordance with company procedures
3 Complete documentation	<ul style="list-style-type: none">3.1 Required despatch documentation and records are completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of despatch operations
- Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations
- Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems
- Documentation and record requirements for despatch operations
- Equipment used during the organisation of despatch operations and the precautions and procedures that should be followed in its use

REQUIRED KNOWLEDGE AND SKILLS

- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when organising despatch operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- Complete documentation related to the organising of despatch operations
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when organising despatch operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising despatch operations in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when organising despatch operations
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the

EVIDENCE GUIDE

demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

Work may be conducted:

- in a range of work environments
- by day or night

RANGE STATEMENT

Customers may be:	<ul style="list-style-type: none">• internal or external
Workplaces may comprise:	<ul style="list-style-type: none">• large, medium or small worksites
Work may be conducted in:	<ul style="list-style-type: none">• limited or restricted spaces• exposed conditions• controlled or open environments
Goods to be despatched may involve:	<ul style="list-style-type: none">• special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances
Problems that may occur when despatching an order include:	<ul style="list-style-type: none">• wrong stock is despatched• wrong carton for order• incorrect location• damaged stock• no stock at location• incorrect quantity• failing to meet a special order requirement• failing to meet customers delivery requirements
Special order requirements may include:	<ul style="list-style-type: none">• pricing• special packing• specific size of carton• special categories of stock
Hazards in the work area may include exposure to:	<ul style="list-style-type: none">• chemicals• dangerous or hazardous substances• movements of equipment, goods and materials• oil or water on floor• a fire or explosion• damaged packaging or pallets• debris on floor• faulty racking• poorly stacked pallets• faulty equipment
Communication in the work area may include:	<ul style="list-style-type: none">• phone• electronic data interchange (EDI)• fax• email• internet• RF communications• barcode readers• oral, aural or signed communications

RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of despatch operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - Australian and International Dangerous Goods Codes
 - Australian Marine Orders and the International Maritime Dangerous Goods Code
 - IATA Dangerous Goods by Air Regulations

RANGE STATEMENT

- Australian and international explosives codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock