



Australian Government

Department of Education, Employment and Workplace Relations

FPICOT2227B Process orders and despatch products

Release: 1

FPICOT2227B Process orders and despatch products

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to process orders and despatch goods. This competency is typically performed by operators working either independently or as part of a work team

General workplace legislative and regulatory requirements apply to this unit; however there are no specific licensing or certification requirements at the time of publication

This unit replaces FPICOT2227A Process orders and despatch products

Application of the Unit

Application of the unit

The unit involves processing orders and despatching products in a forest products factory setting

The skills and knowledge required for competent workplace performance are to be used within the scope of the person's job and authority

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 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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for orders and despatch	1.1. Applicable occupational health and safety (OHS), environmental, legislative and organisational requirements relevant to processing orders and despatching products are identified and followed 1.2. Work order is reviewed and clarified with appropriate personnel 1.3. Orders and consignment documentation are reviewed and checked with appropriate personnel 1.4. Equipment is selected appropriate to work requirements and checked for operational effectiveness in line with manufacturer recommendations 1.5. Despatch schedules are planned and sequenced in line with workplace procedures 1.6. Communication with others is established and maintained in line with OHS requirements
2. Process orders	2.1. Products are selected and orders compiled and completed 2.2. Products for despatch are checked against product knowledge, labels and other identification systems 2.3. Products are sorted and consolidated in line with workplace procedures 2.4. Finished products are wrapped as required and ensuring minimal wastage, in line with order, workplace procedures and environmental requirements 2.5. Order is checked against despatch schedule and order documentation
3. Despatch products	3.1. Workplace records for despatch and product movement are completed 3.2. Load labels and documentation are attached and checked, and loading is organised 3.3. Final check of load labels and documentation is conducted 3.4. Transportation requirements are explained to the driver 3.5. Stock records are updated in line with workplace procedures 3.6. Documentation and equipment faults are recorded and reported to the appropriate personnel

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Technical skills sufficient to use and maintain relevant tools, machinery and equipment; efficiently and safely process orders and despatch products
- Communication skills sufficient to use appropriate communication and interpersonal techniques with colleagues and others; locate, record and report information
- Literacy skills sufficient to follow legislation, regulations, standards, codes of practice and established safe practices and procedures for processing orders and despatching products
- Numeracy skills sufficient to measure, estimate and calculate time required to complete a task
- Problem solving skills sufficient to review and identify work requirements; identify problems and equipment faults; demonstrate appropriate response procedures

Required knowledge

- Applicable commonwealth, state or territory legislation, regulations, standards, codes of practice and established safe practices relevant to the full range of processes for processing orders and despatching products
- Environmental protection requirements, including the safe disposal of waste material and minimisation of carbon emissions
- Organisational and site standards, requirements, policies and procedures for processing orders and despatching products
- Environmental risks and hazards
- Using energy effectively and efficiently
- Procedures for processing orders and documentation, including despatch procedures
- Products, their construction and packaging
- Established communication channels and protocols
- Problem identification and resolution strategies, and common fault finding techniques
- Types of tools and equipment, and procedures for their use, operation and maintenance
- Appropriate mathematical procedures for estimating and measuring, including calculating time to complete tasks
- Procedures for recording and reporting workplace information

Evidence Guide

EVIDENCE GUIDE

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.

Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently process orders and despatch products in line with organisational requirements

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to, and satisfy, all of the requirements of the elements of this unit and include demonstration of:

- following applicable commonwealth, state or territory legislative and regulatory requirements and codes of practice relevant to processing orders and despatching products
- following organisational policies and procedures relevant to processing orders and despatching products
- processing orders and despatching products from the organisational warehouse in line with customer orders

Context of and specific resources for assessment

- Competency is to be assessed in the workplace or realistically simulated workplace
- Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to follow relevant regulatory or Australian Standards requirements
- The following resources should be made available:
 - workplace location or simulated workplace
 - materials and equipment relevant to undertaking work applicable to this unit
 - specifications and work instructions

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of

EVIDENCE GUIDE

workplace relevant contexts) together with application of required knowledge

- Assessment must be by direct observation of tasks, with questioning on required knowledge and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

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.

OHS requirements:

are to be in line with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and

RANGE STATEMENT

may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- fatigue management
- elimination of hazardous materials and substances
- safe forest practices, including required actions relating to forest fire
- manual handling including shifting, lifting and carrying
- legislation
- organisational policies and procedures
- workplace practices

Environmental requirements
may include:

Legislative requirements:

are to be in line with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice and may include:

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care

Organisational requirements
may include:

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement processes and standards
- OHS, emergency and evacuation procedures
- ethical standards

RANGE STATEMENT

- recording and reporting requirements
 - equipment use, maintenance and storage requirements
 - environmental management requirements (waste minimisation and disposal, recycling and re-use guidelines)
- Work order** is to include:
- instructions for filling customer orders
 - despatch allocation
- and may also include:
- instructions for the environmental monitoring of work and procedures
 - environmental care requirements relevant to the work
- Appropriate personnel** may include:
- supervisors
 - suppliers
 - clients
 - colleagues
 - managers
- Orders** are to include:
- customer orders
 - organisational requirements
- Documentation** may include:
- order dockets
 - despatch orders
 - stock records
 - tally sheets
 - delivery records
 - quality and accounting records
 - QA forms
 - load manifests
 - payment instructions
- Equipment** may include:
- computers
 - calculators
 - measuring equipment
- Despatch** is the sending out of products relating to an order
- Communication** may include:
- verbal and non-verbal language
 - constructive feedback
 - active listening
 - questioning to clarify and confirm understanding
 - use of positive, confident and cooperative

RANGE STATEMENT

- language
 - use of language and concepts appropriate to individual social and cultural differences
 - control of tone of voice
 - Products** may include:
 - timber
 - wood panel products
 - manufactured timber products
 - Identification systems** may include:
 - tags
 - labelling
 - bar codes
 - organisational coding
 - stickers
 - Load labels** are to include:
 - information about loading requirements, including:
 - customer details
 - carrier
 - time of despatch
 - Transportation** may include:
 - courier companies
 - trucking companies
 - rail
 - shipping
 - Records and reports** may include:
 - documentation listed above together with:
 - inspection and labelling outcomes
 - storage locations
 - quality outcomes
 - hazards
 - incidents
 - equipment malfunctions
- and may be:
- manual
 - computer-based system
 - other appropriate organisational communication system

Unit Sector(s)

Not Applicable

Competency field

Competency field Common Technical