



Australian Government

FWPCOT2261 Process orders and prepare for despatch

Release: 1

FWPCOT2261 Process orders and prepare for despatch

Modification History

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required to process orders, select, compile and wrap products, and prepare orders for despatch.

The unit applies to sawmill workers, production workers and manufacturing assistants who undertake specific activities under the direction of more experienced workers.

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

Pre-requisite Unit

Nil

Unit Sector

Common Technical (COT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for product orders	1.1 Determine job requirements from work order and consignment documentation, seeking clarification from appropriate person where required 1.2 Plan, schedule and sequence order processing according to workplace procedures 1.3 Confirm safety requirements for task according to workplace safety procedures 1.4 Select, fit and use personal protective equipment (PPE)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Process orders	2.1 Identify product location in warehouse and check against order documentation using product knowledge, labels and other identification systems 2.2 Pick order according to workplace order picking method and sequence 2.3 Use order picking equipment to lift and transport order for loading 2.4 Separate and compile order at loading unit according to order documentation and despatch schedule 2.5 Stack order load to avoid damage during transportation 2.6 Wrap order load as required by reusing or recycling materials and offcuts where possible
3. Prepare products for despatch	3.1 Complete records for despatch and product movement according to work order and workplace procedures 3.2 Complete, attach and check load labels and documentation according to workplace procedures 3.3 Notify despatcher to coordinate product loading 3.4 Explain transportation requirements to despatcher according to workplace procedures 3.5 Update stock records according to workplace requirements 3.6 Record order and despatch problems, and report to appropriate person

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Identify amount and volume of products and despatch requirements from product order
Writing	Use required industry and workplace specific vocabulary to accurately and legibly complete despatch and product movement records

Skill	Description
Oral communication	• Ask questions and actively listen to clarify work orders and consignment documentation • Provide clear and concise instructions, directions and information to despatcher
Numeracy	• Determine volume and quantity from product order • Calculate product loads to attach load labels • Input accurate numerical data into stock records

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT2261 Process orders and prepare for despatch	FWPCOT2227 Process orders and despatch products	Retitled Application wording updated Elements and Performance Criteria reworded Foundation Skills, Performance Evidence and Knowledge Evidence updated Assessment Conditions reviewed and updated	Not Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOT2261 Process orders and prepare for despatch

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has safely and accurately processed orders and prepared products for despatch for two different orders.

In doing this, there must be evidence that the individual has:

- selected the correct quantity and quality of products as specified in product order and consignment documentation
- securely stacked and wrapped orders to prevent damage
- consolidated and labelled products ready for despatch
- followed workplace procedures to complete despatch documentation and stock records.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- product orders, consignment documentation and workplace policies and procedures relating to processing orders and preparing for despatch
- functions and capabilities of order and despatch software systems
- storage layout, categories, labelling and identification systems of products in a forest product processing setting
- key features of the product range of the workplace
- order picking methods, sequencing and equipment
- transport conditions for different types of products
- packaging requirements to avoid damage
- environmental protection practices for packaging products for despatch
- avoiding waste when wrapping and packaging
- disposing of and recycling wrapping and packaging materials
- processing orders and despatching products, including:

- completion of required documentation and labelling
- communication reporting lines
- recording and reporting order and despatch problems
- workplace safety requirements related to processing orders and preparing for despatch:
 - assistive equipment to shift heavy items
 - hazardous manual tasks
 - hazard identification and controls
 - personal protective equipment (PPE).

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a timber yard, a timber manufacturing or processing facility or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - products to prepare two different orders for despatch
 - order picking equipment and assistive equipment to shift heavy items
 - PPE
 - load and product labels
- specifications:
 - access to work orders or consignment documentation for timber product orders
 - access to workplace policies and procedures including safety and environmental requirements applicable to processing and recording orders
- relationships:
 - personnel to confirm product orders and consignment details and provide despatch requirements.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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