



Australian Government

MEM11005 Pick and process order

Release: 1

MEM11005 Pick and process order

Modification History

Release 1. Supersedes and is equivalent to MEM11005B Pick and process order

Application

This unit of competency defines the skills and knowledge required to receive an order, pick an order, check against documentation and place in the correct area and complete enterprise documentation.

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.

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 MEM11010 Operate mobile load shifting equipment or unit MEM11011 Undertake manual handling.

If materials handling equipment skills are required unit MEM11010 Operate mobile load shifting equipment should also be selected.

Where materials handling equipment requires a licence, appropriate units should also be selected.

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

Where the storage and handling of dangerous goods is a component of the application of this unit, users should check for relevant regulations and legislation with the appropriate authorities.

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM11011	Undertake manual handling
MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Materials handling

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | | |
|---|-----------------------------------|-----|--|
| 1 | Determine job requirements | 1.1 | Follow standard operating procedures (SOPs) |
| | | 1.2 | Comply with work health and safety (WHS) requirements at all times |
| | | 1.3 | Use appropriate personal protective equipment (PPE) in accordance with SOPs |
| | | 1.4 | Identify job requirements from specifications, job sheets or work instructions |
| | | | |
| 2 | Receive order | 2.1 | Receive orders and check for errors |
| | | 2.2 | Identify product to be picked |
| | | | |
| 3 | Pick order | 3.1 | Select and use materials handling equipment appropriate to products, as required |
| | | 3.2 | Locate products to be picked according to SOPs |
| | | 3.3 | Pick order, either by manual handling or using materials handling equipment |
| | | 3.4 | Handle product according to storage and handling requirements identified in operating procedures/regulations |
| | | | |
| 4 | Finalise order picking | 4.1 | Check picked order against documentation |
| | | 4.2 | Place picked order in correct area for consolidation |
| | | 4.3 | Complete enterprise documentation |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Materials handling equipment includes one (1) or more of the following:

- forklift
- order picker
- WAVE truck
- pallet trucks
- wheelbarrow
- trolleys
- sack truck

Storage and handling requirements include the following:

- relevant legislative requirements e.g. dangerous goods and storage of poisons acts and regulations

Enterprise documentation includes one (1) or more of the following:

- invoices
- orders
- returns
- recording cards
- inventory documentation
- maintenance inventories
- documents (hardcopy or electronic) required by legislation

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM11005B Pick and process order

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>

Assessment Requirements for MEM11005 Pick and process order

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices for picking and processing an order
- using appropriate material handling equipment in a warehouse
- picking/selecting products to fulfil order
- handling product in accordance with legislative requirements
- completing all enterprise documentation.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- safe manual handling procedures
- reasons for selecting materials handling equipment
- safe storage and handling procedures for a range of products, including dangerous goods
- product identification systems
- Inventory and documentation requirements
- applicable safety data sheets (SDS).

Assessment Conditions

- Assessors must:
 - have vocational competency in picking and processing an order at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires

- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

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