



Australian Government

Assessment Requirements for MEM11014 Undertake warehouse dispatch process

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM11014B Undertake warehouse dispatch process

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
- identifying and interpreting signs, codes, labels and other applicable documentation for undertaking warehouse dispatch process
- checking orders, quantities, descriptions and supplier documentation against order
- packing goods ready for dispatch and label to meet dangerous goods legislation acts and regulations, storage of chemicals/poisons, industry codes of practice and environmental codes as required
- identifying goods requiring special loading procedures
- using manual handling or lifting equipment to load goods
- completing inventory documentation onto manual and electronic workplace documents.

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)
- relevant legislation, regulations and codes
- checking and recording processes and procedures
- handling of hazardous goods, storage procedures and processes, including labelling.

Assessment Conditions

- Assessors must:
 - have vocational competency in undertaking warehouse dispatch process 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.

Links

Companion Volume implementation guides are found in VETNet -

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