



Australian Government

MEM11014 Undertake warehouse dispatch process

Release: 1

MEM11014 Undertake warehouse dispatch process

Modification History

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

Application

This unit of competency defines the skills and knowledge required to arrange and consolidate orders, prepare and dispatch goods in a store or warehousing environment and utilise the application of the knowledge of warehouse systems and procedures.

Where the received goods are bulk fluids or gases (i.e. large commercial quantities) unit MEM11009 Handle/move bulk fluids/gases should also be selected.

Where load shifting equipment operation skills are required unit MEM11010 Operate mobile load shifting equipment should also be selected.

Where the selection and use of engineering measurement is required unit MEM12023 Perform engineering measurements should also be selected.

Where hazardous goods are received and handled unit MEM13003 Work safely with industrial chemicals and materials should also be selected.

Where the selection and use of hand tools is required unit MEM18001 Use hand tools should also be selected.

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

Where the 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

MEM11008	Package materials (stores and warehouse)
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 despatch requirements from customer requirements
2	Arrange and consolidate orders	2.1	Consolidate packed orders into customer or carrier batches according to SOPs
		2.2	Place consolidated goods into correct dispatch area
3	Prepare for dispatch of goods	3.1	Identify goods requiring special unloading procedures
		3.2	Pack goods and shrink-wrap and/or palletise
		3.3	Label goods and attach appropriate documentation according to SOPs
		3.4	Place goods in dispatch area ready for loading according to pick-up schedule and carrier requirements
4	Dispatch goods	4.1	Check carrier and customer documentation
		4.2	Communicate loading and transportation requirements to driver and receive confirmation from the driver
		4.3	Load goods onto vehicle using appropriate materials handling techniques and devices
		4.4	Complete inventory records/documentation according to

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

SOPs

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.

Packed includes one (1) or more of the following:

- wrapping
- shrink wrapping
- wrapping in bubble wrap
- polystyrene packing
- pallets
- crates/boxes
- other methods
- packing tape
- banding
- boxes
- pallet racking

Labelled includes the following:

- labelling to meet requirements of dangerous goods legislation acts and regulations, storage of chemicals/poisons, industry codes of practice and environmental codes

Documentation includes one (1) or more of the following:

- invoice
- carrier or supplier documentation

Loading includes the following:

- special loading procedures required with respect to hazardous goods, chemicals/poisons and for goods where size, shape, fragility require special procedures

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 techniques and devices include one (1) or more of the following:

- hand trolleys
- wheelbarrows
- motorised/hand pallet trucks (not sit on)
- hand carts
- dedicated production or process lifting equipment
- baskets, spreader bars, cradles or the like attached to lifting equipment

Unit Mapping Information

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

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 MEM11014 Undertake warehouse dispatch process

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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
- 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.

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