



Australian Government

MEM11018 Organise and maintain warehouse stock receipt and dispatch system

Release: 1

MEM11018 Organise and maintain warehouse stock receipt and dispatch system

Modification History

Release 1. Supersedes and is equivalent to MEM11018B Organise and maintain warehouse stock receipt and/or dispatch system

Application

This unit of competency defines the skills and knowledge required to organise, configure and maintain warehouse receipt and dispatch areas taking into account customer and supplier needs, including special requirements of products, materials and location, documentation and system requirements.

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

Band: A

Unit Weight: 6

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

Plus, one or more of the following, including their prerequisites:

MEM11013	Undertake warehouse receipt process
MEM11014	Undertake warehouse dispatch process

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	Identify warehouse receipt and dispatch areas organisational requirements from enterprise quality practices and procedures
2	Allocate/coordinate work activities in receipt and dispatch areas	2.1	Allocate equipment and/or staff to meet receipt and dispatch schedules
		2.2	Distribute and collect relevant documentation
		2.3	Develop contingency procedures and implement for receipt and dispatch problems
3	Maintain stock receipt and dispatch system	3.1	Provide information and extract in an accurate manner according to SOPs
		3.2	Produce receipt and dispatch reports, as required
		3.3	Make modifications to dispatch and receipt system according to SOPs
		3.4	Identify and report problems with receipt and dispatch system
		3.5	Participate in continuous improvement of dispatch and receipt systems

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.

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

- calculators
- scanners
- portable computers

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

- drivers
- stores assistants
- casuals
- specialists

Modifications include one (1) or more of the following:

- extra staff
- adjustment of hours
- set up special storage areas
- hire of lifting equipment

Problems include one (1) or more of the following:

- out-of-hours receipt
- late deliveries or dispatches
- dealing with goods that need equipment for loading or unloading
- hazardous goods
- inadequate stores capacity
- emergency procedures
- special legislative requirements

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM11018B Organise and maintain warehouse stock receipt and/or dispatch system

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 MEM11018 Organise and maintain warehouse stock receipt and dispatch system

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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
- coordinating staff and equipment for receipt and dispatch
- developing and implementing contingency procedures in solving warehouse problems
- producing stock receipt and dispatch reports in accordance with SOPs
- making modifications to dispatch and receipt system, as required
- participating in continuous improvement of the warehouse dispatch and receipt system.

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
- receipt and dispatch systems
- relevant legislation, regulations and codes of practice
- inventory systems and procedures
- auditing processes
- quality systems
- warehousing systems
- continuous improvement processes and procedures.

Assessment Conditions

- Assessors must:
 - have vocational competency in organising and maintaining warehouse stock receipt and dispatch system 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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