



Australian Government

Department of Education, Employment and Workplace Relations

MEM11018B Organise and maintain warehouse stock receipt and/or dispatch system

Release: 1

MEM11018B Organise and maintain warehouse stock receipt and/or dispatch system

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	
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Application of the Unit

Application of the unit	This unit applies to organising and maintaining warehouse receipt and dispatch areas. It includes the configuration of receipt and dispatch areas, taking into account customer and supplier needs, documentation and system requirements and enterprise quality practices and procedures. Special requirements of products, materials and location are taken into account. Band: A Unit Weight: 6
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM11006B	Perform production packaging
	MEM11011B	Undertake manual handling
	MEM11013B	Undertake warehouse receipt process

Prerequisite units		
Path 2	MEM11008B	Package materials (stores and warehouse)
	MEM11011B	Undertake manual handling
	MEM11013B	Undertake warehouse receipt process
Path 3	MEM11006B	Perform production packaging
	MEM11011B	Undertake manual handling
	MEM11014B	Undertake warehouse dispatch process
Path 4	MEM11008B	Package materials (stores and warehouse)
	MEM11011B	Undertake manual handling
	MEM11014B	Undertake warehouse dispatch process

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Allocate/coordinate work activities in receipt and/or dispatch areas	1.1. Equipment and/or staff are allocated to meet receipt and/or dispatch schedules. 1.2. Relevant documentation is distributed and collected. 1.3. Contingency procedures are developed and implemented for receipt and dispatch problems.
2. Maintain stock receipt and/or dispatch system	2.1. Information is provided and extracted accurately according to standard operating procedures. 2.2. Receipt and dispatch reports are produced as required. 2.3. Modifications to dispatch and/or receipt system are made according to standard operating procedures. 2.4. Problems with receipt and/or dispatch system are identified and reported according to standard operating procedures. 2.5. Participate in continuous improvement of dispatch and/or receipt systems.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- coordinating staff and equipment for receipt and dispatch
- planning and sequencing operations/activities
- communicating with management and staff
- solving warehouse problems
- producing stock receipt and dispatch reports
- developing and implementing procedures
- accessing, entering and maintaining information on manual and electronic records/files and forms
- checking and clarifying task-related information

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Look for evidence that confirms knowledge of:

- receipt and dispatch systems
- legislation, regulations, and codes of practice
- inventory systems and procedures
- auditing processes
- quality systems
- warehousing systems
- safe work practices and procedures
- continuous improvement processes and procedures
- hazards and control measures associated with organising and maintaining a warehouse stock receipt and/or dispatch system

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to organise and maintain a warehouse stock receival and/or dispatch system including allocating/coordinating work activities. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with organising and maintaining a warehouse stock receival and/or dispatch system or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures,

EVIDENCE GUIDE	
	product and manufacturing specifications, codes, standards, manuals and reference materials.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Equipment and/or staff	Calculators, scanners and portable computers, drivers, stores assistants, casuals, specialists
Modifications	Extra staff, adjustment of hours, set up special storage areas, hire of lifting equipment
Problems	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 Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Co-requisite units		

Competency field

Competency field	Materials handling
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