



Australian Government

MSMSUP273 Handle goods

Release: 1

MSMSUP273 Handle goods

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP273A Handle goods

Application

This unit of competency covers the skills and knowledge required to receive and despatch products and/or materials from either internal or external sources as an adjunct to the job of making product.

It applies to operators who are required to receive and process orders, maintain records, identify and select goods to be despatched and ensure they are despatched to the correct location.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other shift team members and the control room operator, as appropriate.

This unit of competency focuses on processing goods to be despatched and/or received. The person undertaking this role may require additional competencies to cover the operation of forklift trucks or other regulated load shifting devices.

This competency is NOT intended for people who, as a major function, operate a store or warehouse. For these people warehousing units of competency should be used.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

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

- | | | | |
|---|----------------------|-----|----------------------------------|
| 1 | Identify work | 1.1 | Read and interpret documentation |
|---|----------------------|-----|----------------------------------|

	requirements	1.2	Identify required schedules for receipt or despatch
		1.3	Identify correct product/material
		1.4	Identify potential problems and required action/solution
		1.5	Plan work sequence using workplace and product knowledge
		1.6	Select appropriate materials handling equipment as required
		1.7	Identify work health and safety (WHS) requirements
2	Prepare for receiving or despatching goods	2.1	Select and check goods for receiving/despatch against product/material knowledge, labels and other identification systems
		2.2	Sort, assemble and consolidate products as necessary
		2.3	Secure order and place in storage areas in accordance with schedule
		2.4	Check order against receiving/despatch schedule and order form
3	Move materials into/out of storage or to/from production	3.1	Check paperwork and identity of materials
		3.2	Check for completeness and/or damage
		3.3	Take action on non-conforming products/materials
		3.4	Move products/materials safely
		3.5	Store materials safely as required
		3.6	Resolve routine problems that arise in accordance with procedures
4	Complete materials movement records	4.1	Complete materials movement records (in or out)
		4.2	Update records as required
		4.3	Complete other paperwork and records as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Documentation and records

Documentation and records include:

- any information and data in relation to despatch, receipt, movement

and storage of goods whether it is manual, paper-based, electronic or verbal, either in person or by phone/radio, and includes one or more of the following:

- order requests
- invoices
- picking slips
- labels
- transportation requirements
- bills of materials
- inventory lists
- databases

Tools and equipment

Tools and equipment include one or more of the following:

- mobile plant/fork lifts
- manual handling equipment
- hand tools
- shrink wrappers
- tape machine labellers
- loose bulk packing equipment
- computers and bar code readers
- bag filling equipment
- pallets
- wrapping machines
- personal protective equipment (PPE)
- distribution equipment, such as A-frames, stillages, containers, elevated platforms and communication equipment

Hazards

Hazards include one or more of the following:

- inappropriate movements and postures
- manual handling hazards
- heat, smoke, dust or other atmospheric hazards
- electricity
- gas
- gases and liquids under pressure
- equipment failures
- industrial (machinery, equipment and product)
- equipment or product mass
- noise, rotational equipment or vibration
- hazardous products and materials
- unauthorised personnel

- sharp edges, protrusions or obstructions
- slippery surfaces, spills or leaks
- extreme weather
- other hazards that might arise

Routine problems Routine problems must be resolved by applying known solutions.

Routine problems are predictable and include one or more of the following:

- special storage requirements, including moisture and contamination control
- compatibility of goods in loads and in storage
- handling of incomplete loads (either in or out)
- handling of materials which do not meet specifications
- conflicting priorities
- incomplete or incorrect paperwork
- product requirements
- job priority
- product/material variations

Known solutions are drawn from one or more of the following:

- procedures
- training
- remembered experience

Non-routine problems must be reported according to according to relevant procedures.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMSUP273 Handle goods

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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 and must include the ability to:

- identify and select goods to be moved in accordance with documentation
- apply known solutions to routine problems
- prepare and organise goods to be moved to fit with schedules
- select and use handling equipment
- read and interpret product specifications, job sheets, procedures, material labels and safety information
- complete documentation and records
- apply appropriate safety precautions and procedures.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisation procedures, including:
 - safety, emergency and hazard control
 - inventory and ordering systems
- types and application of handling equipment and any licensing requirements
- manual handling techniques and ergonomics
- safe storage of dangerous goods and hazardous materials
- transport requirements and restrictions for products/materials
- production workflow requirements.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency

- must include the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems
- may use industry-based simulation for part but not all of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should 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 reflecting 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.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - pilot plant operation
 - demonstration of skills
 - industry-based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- 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.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

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