



Australian Government

Department of Education, Employment and Workplace Relations

RTE3323A Dispatch materials and composted product

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to organise and dispatch bagged and bulk compost products from the site. It involves receiving orders, recognising products and measuring quantities; driving and loading skills; recording information; and supervising site drivers and loader operators.

The unit involves the application of well-developed skills with some discretion and judgement and limited supervision. It requires taking responsibility for work output with checking related to overall progress, and taking some responsibility for the work output of others, for example in the role of supervisor or team leader.

Application of the Unit

Application of the unit

Composting is used here as a general expression for the processing of organic materials; with this unit being relevant for aerobic and anaerobic composting and vermiculture technologies. This unit of competency applies to an employee of an enterprise engaged in commercial-scale composting operations. Work is likely to be performed as a part of a team, and may include team leader responsibilities. In smaller enterprises, the majority of tasks associated with dispatch and loading may be undertaken by the one person rather than by contract drivers. Where work requires the use of load-shifting equipment, the appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Prerequisite unit

The following unit is a prerequisite requirement for this unit:

TDTI297C **Apply customer service skills.**

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Organise for loading and dispatch of product.	1.1 Dispatch order is obtained and reviewed for completeness. 1.2 Product dispatch requirements are checked with product and transport availability. 1.3 Request is made to designated personnel for specified quantity of specified product to be prepared and/or delivered to dispatch area. 1.4 Product dispatch is scheduled and confirmed with contractor or driver to ensure maximisation of load. 1.5 Contract or external drivers are advised of enterprise occupational health and safety (OHS) and site policies and procedures. 1.6 Appropriate machinery, equipment and labour required for dispatch activity are identified and organised according to enterprise procedures. 1.7 Hazards are identified and controlled according to job requirements and enterprise procedures. 1.8 Emergency and personal protective equipment

(PPE) is selected and fitted according to job requirements, manufacturer specifications, OHS procedures and enterprise requirements.

2 2 Coordinate loading of product.

- 2.1 **Loading site** is organised to ensure safe and efficient loading of product.
- 2.2 Product to be loaded and specific loading requirements are clearly communicated to drivers.
- 2.3 Signalling and instructions are provided to drivers to ensure safe and efficient loading.
- 2.4 Loading site is monitored to ensure compliance with loading instructions, containment of product within designated loading area, and availability of space for loading.
- 2.5 Product is accurately measured and loaded into dispatch vehicle according to enterprise procedures.
- 2.6 Product is recorded as loaded for dispatch according to enterprise requirements.
- 2.7 Load is checked to ensure that it is adequately covered, contained and/or secured according to enterprise and regulatory requirements.
- 2.8 Load is weighed to ensure dispatch order is met.
- 2.9 Driver is provided with load documentation and delivery note according to enterprise requirements.

3 3 Clean up loading area.

- 3.1 Loader and vehicle hygiene are maintained between loads.
- 3.2 Area and equipment are monitored for cleaning and clearing to ensure safe and effective operation according to enterprise requirements.

4 4 Document product dispatch.

- 4.1 **Dispatch information** is recorded accurately and promptly, and provided to sales office according to enterprise requirements.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills include:

- demonstrating safe and efficient work practices
- measuring, including weights, volumes and bucket volumes
- operating load-shifting equipment
- organising a site
- using a computer to obtain and record dispatch information
- using PPE
- using signalling and communication techniques and equipment.

Required knowledge includes:

- bulk density and moisture effects on weight and volume
- communication techniques and equipment
- customer service
- measurements, including weights, volumes and bucket volumes
- OHS requirements
- provisions of the Trade Practices Act in regard to weights and measurements of bulk product
- relevant regulations governing site operation
- types and performance characteristics of vehicles and loading equipment used in a composting enterprise.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function such as after:

RTC2210A Maintain properties and structures

RTC2701A Follow OHS procedures

RTC2702A Observe environmental work practices

RTE2507A Recognise raw materials, production processes and products on a composting site

RTE2709A Recognise and respond to fire emergencies on a composting site.

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

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

organise a loading site

correctly interpret dispatch orders

organise and coordinate loading

measure product quantity for dispatch

load correct product for dispatch

communicate instructions verbally and non-verbally (via signals)

select and use emergency and PPE equipment

identify hazards associated with loading

implement risk minimisation actions.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one should have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate should also have access to the following resources:

products for loading

vehicles to be loaded

quantity measurement machinery or equipment such as weighbridge, front-end loader or loader with bucket scales

PPE

computer and merchandising software

forms used for product dispatch.

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and, where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments, including the ability to deal with unplanned events. For example, this could include work within composting operations of varying scale; processing a range of different raw materials; producing a range of different composts and value-added products to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

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 in the performance criteria is detailed below. Add any 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.

Product types may include:

- composts
- mulches
- natural and blended soils for landscaping
- potting mixes
- soft fall or loose fill playground surfacing
- soil conditioners
- special purpose soils
- various recycled organic products for a range of specialised applications.

Information on product **dispatch order** may include:

- customer invoice
- customer name and site contact details
- delivery details
- job number
- product type and specification
- quantity of product to be dispatched
- transport method
- transportation requirements.

Machinery and equipment used in product dispatch may include:

- calculator
- communications equipment
- hoppers and conveyors
- load-shifting machinery
- recording equipment
- storage containers such as bins and skips
- weighbridge.

Potential **hazards** may include:

- biological hazards
- dust
- electricity and overhead powerlines

ergonomic hazards associated with posture and vibration
exposure to loud noise and fumes
extreme weather conditions
hazardous substances such as:
fertiliser
fuel
oil
machinery, including hydraulics
mechanical malfunctions and exposed moving parts
oil and grease spills
presence of bystanders
solar radiation.

PPE must include:

apparel such as:
appropriate footwear
gloves
hard hats
high visibility clothing
overalls
emergency equipment and procedures:
emergency procedure guides
eye wash kit
fire extinguisher
first aid kit
material safety data sheets (MSDS)
eye and hearing protection
respirators or face masks.

Procedures for organising **loading site** may include:

arranging containment of products
designating access routes for trucks and load-shifting machinery
identifying and signposting parking and loading areas
pedestrian lock out

Dispatch information may include:

- traffic flow and management.
- amount or volume of product
- client name
- date dispatched
- details of transport
- job number
- product type.

Unit Sector(s)

Not applicable.