



Australian Government

SIRXDLV001 Deliver food products

Release: 1

SIRXDLV001 Deliver food products

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan for and deliver food products to the homes of customers.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate under the supervision and guidance from others, and within established organisational policies and procedures.

Individuals operating a vehicle must hold a current and valid driver's licence issued by the relevant state or territory.

Pre-requisite Unit

Nil

Competency Field

Delivery

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for delivery.	1.1. Access customer orders for delivery to determine delivery requirements and seek clarification as required. 1.2. Determine travel times and distance and plan deliveries in a logical sequence for efficient and optimum customer service. 1.3. Assemble orders and confirm all orders are correctly fulfilled as required. 1.4. Follow organisational policies and procedures when handling food products to minimise food safety risks and product damage. 1.5. Ensure all items are packaged appropriately and secured within delivery vehicle according to organisational requirements for

- food safety and delivery.
- 1.6.Display company signage on delivery vehicle as required.
2. Deliver food items.
- 2.1.Deliver items with in specified delivery times taking into consideration any known delays.
- 2.2.Comply with all road rules and organisational policies and procedures when completing deliveries.
- 2.3.Use navigation aids to assist in following delivery route particularly in unfamiliar areas.
- 2.4.Deliver food to customer in a professional and courteous manner that reflects the brand image and encourages repeat business.
- 2.5.Display respect to customer's personal circumstance and property.
- 2.6.Receive payment from customer and ensure correct payment is made including the issuing of change as required.
- 2.7.Maintain personal security at all times during delivery by remaining vigilant and alert to potential risks.
- 2.8.Ensure food items remain secure to minimise the risk of damage, theft and loss.
3. Finalise delivery.
- 3.1.Process undelivered food items as required.
- 3.2.Process cash on return according to organisational policies and procedures for cash handling.
- 3.3.Accurately complete delivery documentation and records.
- 3.4.Report on delivery incidents, identified hazards and delivery failures according to organisational reporting procedures.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXDLV001 Deliver food products

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow organisational policies and procedures to deliver food products to four different customers
- store, transport and package products for delivery as per organisational requirements during the above deliveries
- complete food delivery reporting and documentation for the above listed deliveries.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- role boundaries and responsibilities of team members when delivering food items
- techniques for:
 - planning delivery routes
 - effectively communicating with customer from a diverse range of backgrounds
- key aspects of food safety legislation as relevant to the delivery of food products
- navigation aids for route planning and their features
- risk management strategies for the management of risks associated with delivery
- organisational policies and procedures as relevant to delivery of food products:
 - food safety
 - cash handling
 - customer service standards
 - delivery
 - Work Health and Safety (WHS)
 - personal, product and cash security
 - responding to theft, loss or accident

Assessment Conditions

Skills must be demonstrated in a retail work environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- relevant documentation:
 - organisational policies and procedures as relevant to delivery of food products:
 - food safety
 - cash handling
 - customer service standards
 - delivery
 - work health and safety (WHS)
 - personal, product and cash security
 - responding to theft, loss or accident
 - customer orders
 - delivery documents
 - reporting documents
 - current plain English regulatory documents distributed by government regulators outlining key aspects of food safety legislation as relevant to the delivery of food products
- a registered delivery vehicle
- food products for delivery
- food storage and packaging equipment
- customers; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

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