



Australian Government

Department of Education, Employment and Workplace Relations

TDTA1297B Pick and process orders

Release: 1

TDTA1297B Pick and process orders

Modification History

Not applicable.

Unit Descriptor

Field A Handling cargo/stock

This unit involves the skills and knowledge required to pick and process orders in accordance with workplace requirements including identifying workplace order-picking processes, policies and procedures; picking and despatching orders, and recording stock levels.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Identify workplace order picking processes, policies and procedures	1.1 Workplace procedures for order picking and related workplace documentation are interpreted 1.2 Stock allocation and location systems are identified and located 1.3 Appropriate manual handling equipment is selected in accordance with OHS regulations and workplace procedures
2 Pick and despatch an order	2.1 Work requirements are planned with appropriate equipment and documentation assembled 2.2 Zones of the warehouse which store required products are identified and located 2.3 Pick path is established 2.4 Where required, appropriate pallet(s) for orders are selected and stacked to minimise stock damage and maximise stability 2.5 Products are selected and consolidated 2.6 Products/pallets are located in despatch areas 2.7 Products are assembled to meet workplace schedules 2.8 Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule
3 Record stock levels	3.1 Storage areas are checked and stocks noted for replenishment in accordance with workplace procedures 3.2 Workplace records are completed in accordance with workplace requirements

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence to be considered

- a. Assessment must confirm appropriate knowledge and skills to:
 - a.1. locate, interpret and apply relevant information
 - a.2. identify workplace order picking processes, policies and procedures
 - a.3. pick and despatch an order
 - a.4. monitor and record stock levels
 - a.5. use appropriate manual handling techniques and equipment when moving stock/loads during picking processes
 - a.6. provide customer/client service and work effectively with others
 - a.7. convey information in written and oral form
 - a.8. maintain workplace records and documentation
 - a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

Interdependent assessment of units

- a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

Required knowledge and skills

- a. Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the picking and processing of orders
- d. Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders
- e. Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems
- f. Documentation and record requirements when picking and processing an order
- g. Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use
- h. Housekeeping standards procedures required in the workplace
- i. Site layout and obstacles
- j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems
- k. Ability to select and use relevant equipment and communications technology when picking and processing orders
- l. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- m. Ability to use manual handling techniques in accordance with OHS requirements
- n. Ability to read and comprehend simple statements in English
- o. Ability to read and interpret instructions, procedures and labels relevant to the picking and processing of orders
- p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
- q. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- r. Ability to estimate the size, shape and special requirements of goods/loads

Resource implications

a. Access is required to opportunities to:

a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to pick and process orders, and/or

a.2. pick and process orders in an appropriate range of operational situations

Consistency in performance

a. Applies underpinning knowledge and skills when:

a.1. identifying workplace order picking processes, policies and procedures

a.2. picking and despatching an order

a.3. monitoring and recording stock levels

a.4. applying safety precautions relevant to the task including the use of appropriate manual handling techniques and equipment

a.5. providing customer/client service and working effectively with others

a.6. conveying information in written and oral form

a.7. maintaining workplace records and documentation

b. Shows evidence of application of relevant workplace procedures including:

b.1. relevant codes of practice and regulations pertaining to the picking and processing orders

b.2. Australian codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances

b.3. OHS regulations and hazard prevention policies and procedures

b.4. workplace procedures and work instructions concerning the picking and processing of orders (including housekeeping and security procedures)

b.5. manufacturer's instructions for the use of equipment

b.6. procedures for the use of personal protection equipment

b.7. obtaining assistance from other team members when required

b.8. customer service and quality assurance procedures and policies

b.9. environmental protection procedures

c. Action is taken promptly to report any accidents, incidents or difficulties in the picking and processing of orders in accordance with OHS and regulatory requirements and workplace procedures

d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts

e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others

f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning

a.2. Appropriate practical assessment must occur:

a.2.1. at the Registered Training Organisation, and/or

a.2.2. in an appropriate work situation

Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:

a.1. locate, interpret and apply relevant information

a.2. identify workplace order picking processes, policies and procedures

a.3. pick and despatch an order

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Interdependent assessment of units

- a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

Required knowledge and skills

- a. Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the picking and processing of orders
- d. Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders
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- f. Documentation and record requirements when picking and processing an order
- g. Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use
- h. Housekeeping standards procedures required in the workplace
- i. Site layout and obstacles
- j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems
- k. Ability to select and use relevant equipment and communications technology when picking and processing orders
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- r. Ability to estimate the size, shape and special requirements of goods/loads

Resource implications

- a. Access is required to opportunities to:
 - a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to pick and process orders, and/or
 - a.2. pick and process orders in an appropriate range of operational situations

Consistency in performance

- a. Applies underpinning knowledge and skills when:

- a.1. identifying workplace order picking processes, policies and procedures
- a.2. picking and despatching an order
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- a.4. applying safety precautions relevant to the task including the use of appropriate manual handling techniques and equipment
- a.5. providing customer/client service and working effectively with others
- a.6. conveying information in written and oral form
- a.7. maintaining workplace records and documentation
- b. Shows evidence of application of relevant workplace procedures including:
 - b.1. relevant codes of practice and regulations pertaining to the picking and processing orders
 - b.2. Australian codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances
 - b.3. OHS regulations and hazard prevention policies and procedures
 - b.4. workplace procedures and work instructions concerning the picking and processing of orders (including housekeeping and security procedures)
 - b.5. manufacturer's instructions for the use of equipment
 - b.6. procedures for the use of personal protection equipment
 - b.7. obtaining assistance from other team members when required
 - b.8. customer service and quality assurance procedures and policies
 - b.9. environmental protection procedures
- c. Action is taken promptly to report any accidents, incidents or difficulties in the picking and processing of orders in accordance with OHS and regulatory requirements and workplace procedures
- d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
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 - a.2. Appropriate practical assessment must occur:
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Range Statement

General context

- a. Work must be carried out in accordance with relevant codes/regulations and workplace requirements for the picking and processing of orders
- b. Work is performed under some supervision generally within a team environment
- c. Work involves the application of workplace procedures to the picking and processing of orders in the warehousing, distribution and/or storage industries

Worksite environment

- a. Work may be conducted in a range of work environments by day or night
- b. Customers may be internal or external
- c. Workplaces may comprise large, medium or small worksites
- d. Work may be conducted in:
 - d.1. limited or restricted spaces
 - d.2. exposed conditions
 - d.3. controlled or open environments
- e. Problems that may occur when picking and processing an order include:
 - e.1. wrong stock is picked
 - e.2. wrong carton for order
 - e.3. incorrect location
 - e.4. damaged stock
 - e.5. no stock at location
 - e.6. incorrect quantity
 - e.7. failing to meet a special order requirement
- f. Special order requirements may include:
 - f.1. pricing
 - f.2. special packing
 - f.3. specific size of carton
 - f.4. special categories of stock
- g. Hazards in the work area may include exposure to:
 - g.1. chemicals
 - g.2. dangerous or hazardous substances
 - g.3. movements of equipment, goods and materials
 - g.4. oil or water on floor
 - g.5. a fire or explosion
 - g.6. damaged packaging or pallets
 - g.7. debris on floor
 - g.8. faulty racking
 - g.9. poorly stacked pallets
 - g.10. faulty equipment
- h. Consultative processes may involve:
 - h.1. workplace personnel
 - h.2. supervisors and managers
 - h.3. customers/clients
 - h.4. contractors
 - h.5. official representatives
- i. Communication in the work area may include:
 - i.1. phone

- i.2. electronic data interchange (EDI)
- i.3. fax
- i.4. e-mail
- i.5. Internet
- i.6. RF communications
- i.7. barcode readers
- i.8. oral, aural or signed communications
- j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
 - j.1. company procedures
 - j.2. enterprise procedures
 - j.3. organisational procedures
 - j.4. established procedures
- k. Personal protection equipment may include:
 - k.1. gloves
 - k.2. safety headwear and footwear
 - k.3. safety glasses
 - k.4. two-way radios
 - k.5. high visibility clothing

Sources of information/documents

- a. Information/documents may include:
 - a.1. goods identification numbers and codes
 - a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes
 - a.3. manufacturer's specifications for equipment/tools
 - a.4. workplace procedures and policies
 - a.5. supplier and/or client instructions
 - a.6. material safety data sheets
 - a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code
 - a.8. relevant legislation, regulations and related documentation
 - a.9. award, enterprise bargaining agreement, other industrial arrangements
 - a.10. standards and certification requirements
 - a.11. quality assurance procedures
 - a.12. emergency procedures

Applicable regulations and legislation

- a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations pertaining to the picking and processing of orders
 - a.2. Australian Dangerous Goods Code
 - a.3. relevant State/Territory OHS legislation
 - a.4. relevant State/Territory environmental protection legislation
 - a.5. licence, patent or copyright arrangements
 - a.6. water and road use and licence arrangements
 - a.7. export/import/quarantine/bond requirements
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

General context

- a. Work must be carried out in accordance with relevant codes/regulations and workplace requirements for the picking and processing of orders

- b. Work is performed under some supervision generally within a team environment
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Unit Sector(s)

Not applicable.