



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TDTA1897B Organise despatch operations**

**Release: 1**

## **TDTA1897B Organise despatch operations**

### **Modification History**

Not applicable.

### **Unit Descriptor**

Field A Handling cargo/stock

This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records.

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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

### Elements and Performance Criteria

| Element                                      | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Plan and organise despatch operations      | <ul style="list-style-type: none"><li>1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</li><li>1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics</li><li>1.3 Deadlines are scheduled to meet order requirements</li><li>1.4 Work processes are planned to meet deadlines</li></ul>                                    |
| 2 Organise the storage and despatch of stock | <ul style="list-style-type: none"><li>2.1 Employees, equipment and storage areas are allocated and supervised</li><li>2.2 Individuals are informed of work requirements and deadlines</li><li>2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirements</li><li>2.4 Discrepancies in stocks are noted and reported in accordance with company procedures</li></ul> |
| 3 Complete documentation                     | <ul style="list-style-type: none"><li>3.1 Required despatch documentation and records are completed in accordance with workplace procedures</li></ul>                                                                                                                                                                                                                                                                                                                                              |

## 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 information relevant to despatch operations
  - a.2. plan and organise despatch operations
  - a.3. organise the storage and despatch of stock
  - a.4. provide customer/client service and work effectively with others
  - a.5. convey information in written and oral form
  - a.6. maintain workplace records and documentation
  - a.7. 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 organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the organising of despatch operations
- d. Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations
- e. Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems
- f. Documentation and record requirements for despatch operations
- g. Equipment used during the organisation of despatch 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 organising despatch operations
- l. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- n. Ability to read and comprehend simple statements in English
- o. Ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- 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 organise despatch operations, and/or

a.2. organise despatch operations in an appropriate range of operational situations

**Consistency in performance**

a. Applies underpinning knowledge and skills when:

- a.1. locating, interpreting and applying relevant information
- a.2. planning and organising despatch operations
- a.3. organising the storage and despatch of stock
- a.4. providing customer/client service and working effectively with others
- a.5. conveying information in written and oral form
- a.6. maintaining workplace records and documentation
- b. Shows evidence of application of relevant workplace procedures including:
  - b.1. relevant codes of practice and regulations, including ADG Code
  - b.2. OHS regulations and hazard prevention policies and procedures
  - b.3. workplace procedures and work instructions concerning the organising of despatch operations (including security procedures)
  - b.4. manufacturer's instructions for the use of equipment
  - b.5. procedures for the use of personal protection equipment
  - b.6. customer service and quality assurance procedures and policies
  - b.7. environmental protection procedures

c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of despatch operations 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 information relevant to despatch operations
- a.2. plan and organise despatch operations
- a.3. organise the storage and despatch of stock
- a.4. provide customer/client service and work effectively with others
- a.5. convey information in written and oral form
- a.6. maintain workplace records and documentation
- a.7. 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 organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- b. Relevant OHS and environmental protection procedures and guidelines
- c. Workplace procedures and policies for the organising of despatch operations
- d. Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations
- e. Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems
- f. Documentation and record requirements for despatch operations
- g. Equipment used during the organisation of despatch 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 organising despatch operations
- l. Ability to modify activities depending on differing workplace contexts, risk situations and environments
- n. Ability to read and comprehend simple statements in English
- o. Ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- 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 organise despatch operations, and/or
  - a.2. organise despatch operations in an appropriate range of operational situations

**Consistency in performance**

- a. Applies underpinning knowledge and skills when:
  - a.1. locating, interpreting and applying relevant information
  - a.2. planning and organising despatch operations
  - a.3. organising the storage and despatch of stock
  - a.4. providing customer/client service and working effectively with others
  - a.5. conveying information in written and oral form
  - a.6. maintaining workplace records and documentation
- b. Shows evidence of application of relevant workplace procedures including:
  - b.1. relevant codes of practice and regulations, including ADG Code
  - b.2. OHS regulations and hazard prevention policies and procedures
  - b.3. workplace procedures and work instructions concerning the organising of despatch operations (including security procedures)
  - b.4. manufacturer's instructions for the use of equipment
  - b.5. procedures for the use of personal protection equipment

- b.6. customer service and quality assurance procedures and policies
- b.7. environmental protection procedures
- c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of despatch operations 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

## Range Statement

### General context

- a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations
- b. Work is performed under some supervision generally within a team environment
- c. Work involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations 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. Goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances
- f. Problems that may occur when despatching an order include:
  - f.1. wrong stock is despatched
  - f.2. wrong carton for order
  - f.3. incorrect location
  - f.4. damaged stock
  - f.5. no stock at location
  - f.6. incorrect quantity
  - f.7. failing to meet a special order requirement
  - f.8. failing to meet customer's delivery requirements
- g. Special order requirements may include:
  - g.1. pricing
  - g.2. special packing
  - g.3. specific size of carton
  - g.4. special categories of stock
- h. Hazards in the work area may include exposure to:
  - h.1. chemicals
  - h.2. dangerous or hazardous substances
  - h.3. movements of equipment, goods and materials
  - h.4. oil or water on floor
  - h.5. a fire or explosion
  - h.6. damaged packaging or pallets
  - h.7. debris on floor
  - h.8. faulty racking
  - h.9. poorly stacked pallets
  - h.10. faulty equipment
- 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
- l. Consultative processes may involve:
  - l.1. workplace personnel
  - l.2. supervisors and managers
  - l.3. customers/clients
  - l.4. drivers and agents
  - l.5. contractors
  - l.6. official representatives

#### **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. dangerous goods declarations and material safety data sheets (where applicable)
  - 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 including the ADG Code
  - 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 organising of despatch operations
  - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
    - a.2.1. Australian and International Dangerous Goods Codes
    - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
    - a.2.3. IATA's 'Dangerous Goods by Air' regulations
    - a.2.4. Australian and International Explosives Codes

- 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 codes/regulations and workplace requirements relevant to the organisation of despatch operations
- b. Work is performed under some supervision generally within a team environment
- c. Work involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations 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
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- e. Goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances
- f. Problems that may occur when despatching an order include:
  - f.1. wrong stock is despatched
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  - h.4. oil or water on floor
  - h.5. a fire or explosion
  - h.6. damaged packaging or pallets
  - h.7. debris on floor
  - h.8. faulty racking
  - h.9. poorly stacked pallets

#### h.10.faulty equipment

##### 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
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##### 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
- ##### l. Consultative processes may involve:
- l.1. workplace personnel
  - l.2. supervisors and managers
  - l.3. customers/clients
  - l.4. drivers and agents
  - l.5. contractors
  - l.6. official representatives

#### **Sources of information/documents**

##### a. Information/documents may include:

- a.1. goods identification numbers and codes
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- a.6. dangerous goods declarations and material safety data sheets (where applicable)
- 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 including the ADG Code
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- a.12. emergency procedures

#### **Applicable regulations and legislation**

##### a. Applicable regulations and legislation may include:

- a.1. relevant codes and regulations pertaining to the organising of despatch operations

- a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - a.2.1. Australian and International Dangerous Goods Codes
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- 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

## **Unit Sector(s)**

Not applicable.