



Australian Government

TLIA0022 Pick and process orders

Release: 1

TLIA0022 Pick and process orders

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to pick and process orders.

It includes identifying workplace order picking processes, policies and procedures; picking and despatching orders; and recording stock levels.

Work is performed under some supervision generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

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 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 used 1.3 Stock allocation and location systems for dangerous goods are identified and used in accordance with workplace

		procedures
2 Pick and despatch an order	2.1	Appropriate manual handling equipment is selected in accordance with work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace procedures
	2.2	Work requirements are planned, and appropriate equipment and documentation are sourced
	2.3	Storage zones are located, and pick path is established
	2.4	Hazards are identified and control measures are implemented
	2.5	Appropriate transport unit for orders is selected
	2.6	Order is picked and arranged to minimise stock damage and to maximise stability in accordance with workplace procedures
	2.7	Order picks and transport units are located in designated areas
	2.8	Products are assembled to meet workplace despatch schedules
	2.9	Orders are consolidated, secured, arranged and placed in storage zones in accordance with despatch schedules
3 Complete documentation	3.1	Pick confirmation is completed in accordance with workplace requirements
	3.2	Stock discrepancies are identified and reported in accordance with workplace procedures

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package

Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2012 Pick and process orders.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0022 Pick and process orders

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- completing workplace documentation related to picking and processing orders
- estimating the size, shape and special requirements of goods
- identifying and following instructions, procedures, signs and labels relevant to picking and processing orders
- identifying hazards and implementing control measures
- identifying relevant stock and goods coding and labelling, including dangerous goods
- monitoring work activities in terms of planned schedule
- selecting and using appropriate manual handling equipment in accordance with workplace procedures
- selecting and using relevant equipment and communications technology when picking and processing orders
- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- documentation and recording requirements when picking and processing an order
- equipment used during picking and processing operations and the precautions and procedures to be followed in its use
- housekeeping standards and procedures
- operational work systems, equipment, management and site operating systems for picking and processing orders
- potential problems and possible solutions when picking and processing an order
- relevant legislation, regulations, codes of practice and industry guidelines for picking and processing orders, including relevant bond, quarantine or other legislative requirements
- relevant WHS/OHS and environmental protection procedures and guidelines
- storage zone requirements and obstacles
- transport units including totes, flat racks, cages, pallets, skips, stillages and cartons

- workplace procedures and policies for picking and processing orders.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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