



Australian Government

TLIA2012 Pick and process orders

Release: 1

TLIA2012 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 in accordance with relevant codes, regulations and workplace requirements within the transport and logistics industry.

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

Elements describe the essential outcomes.

1 Identify workplace order picking processes, policies and procedures

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 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 work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace |

		procedures
2 Pick and despatch an order	2.1	Work requirements are planned and appropriate equipment and documentation is assembled
	2.2	Warehouse zones where required products are stored, are identified and located
	2.3	Pick path is established
	2.4	Appropriate pallet/s for orders are selected and stacked to minimise stock damage and to maximise stability, as required
	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 schedules
3 Record stock levels	3.1	Storage areas are checked and stocks are noted for replenishment in accordance with workplace procedures
	3.2	Workplace records are completed in accordance with workplace requirements

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2012A 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 TLIA2012 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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate hazards that may exist when picking and processing orders
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when picking and processing orders
- completing documentation related to picking and processing orders
- estimating the size, shape and special requirements of goods/loads
- identifying relevant stock and goods coding and labelling, including Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- reading, interpreting, and following instructions, procedures, signs and labels relevant to picking and processing orders
- selecting and using relevant equipment and communications technology when picking and processing orders
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- documentation and record 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
- problems that may occur when picking and processing an order and appropriate action that can be taken to resolve these problems
- regulations relevant to picking and processing orders, including relevant bond, quarantine or other legislative requirements
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- workplace procedures and policies for picking and processing orders.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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