



Australian Government

TLIA3018 Organise despatch operations

Release: 1

TLIA3018 Organise despatch operations

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 organise despatch operations in accordance with codes/regulations and workplace requirements in the transport and logistics industry.

It includes planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records.

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 Plan and organise despatch operations	1.1 Knowledge of product characteristics and workplace procedures are applied to stock analysis 1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match product characteristics 1.3 Deadlines are scheduled to meet order requirements

- 1.4 Work processes are planned to meet deadlines
- 2 Organise the storage and despatch of stock**
 - 2.1 Employees, equipment and storage areas are allocated and supervised
 - 2.2 Individuals are informed of work requirements and deadlines
 - 2.3 Work processes are monitored to ensure that human resources and equipment are maintained at productive levels in accordance with workplace procedures and work health and safety (WHS)/occupational health and safety (OHS) requirements
 - 2.4 Stock discrepancies are noted and reported in accordance with company procedures
- 3 Complete documentation**
 - 3.1 Required despatch documentation and records are confirmed
 - 3.2 Required despatch documentation and records are completed clearly and proofread
 - 3.3 Required despatch documentation and records are processed 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA3018A Organise despatch operations.

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 TLIA3018 Organise despatch operations

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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 relevant legislation and workplace procedures
- communicating and working effectively with others
- estimating size, shape and special requirements of goods and loads
- identifying relevant stock and goods coding and labelling, including Australian Dangerous Goods (ADG) Code and International Maritime Dangerous Goods (IMDG) Code markings
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment and communications technology
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards.

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 for despatch operations
- equipment used when organising despatch operations, and the precautions and procedures that should be followed in its use
- housekeeping standards and procedures
- operational work systems, equipment, management and site operating systems for organising despatch operations
- problems that may occur and appropriate action that can be taken to resolve these problems
- regulations relevant for organising despatch operations, including the ADG Code and 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 organising despatch operations.

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 simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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