



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1207C Pick and process orders

Release: 1

TLIA1207C Pick and process orders

Modification History

Unit Descriptor

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.

Application of the Unit

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

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures to the picking and processing of orders in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

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 OH&S 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 are noted for replenishment in accordance with workplace procedures 3.2 Workplace records are completed in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the picking and processing of orders

Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders

Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems

Documentation and record requirements when picking and processing an order

Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when picking and processing orders

Read and comprehend simple statements in English

Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders

Complete documentation related to picking and processing orders

Identify relevant stock and goods coding and labelling, including ADG and IMDG markings

Work collaboratively with others when picking and processing orders

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions when picking and processing orders in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when picking and processing orders

Apply precautions and required action to minimise, control or eliminate hazards that may exist when picking and processing orders

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant equipment and communications technology when picking and processing orders

Select and use required personal protective equipment conforming to industry and OH&S standards

Estimate the size, shape and special requirements of goods/loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

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

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	by day or night in a range of work environments
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Problems that may occur when picking and processing an order include:	wrong stock is picked wrong carton for order incorrect location damaged stock no stock at location incorrect quantity failing to meet a special order requirement
Special order requirements may include:	pricing special packing specific size of carton special categories of stock
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials oil or water on floor a fire or explosion damaged packaging or pallets debris on floor faulty racking

	poorly stacked pallets
	faulty equipment
Consultative processes may involve:	workplace personnel
	supervisors and managers
	customers/clients
	contractors
	official representatives
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF communications
	barcode readers
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise transfers, stock requisitions and bar codes
	manufacturers specifications for equipment/tools
	workplace procedures and policies
	supplier and/or client instructions
	material safety data sheets
	codes of practice including the National

Standards for Manual Handling and the
Industry Safety Code

relevant legislation, regulations and related
documentation

award, enterprise bargaining agreement,
other industrial arrangements

standards and certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations pertaining to
the picking and processing of orders

Australian Dangerous Goods Code

relevant state/territory OH&S legislation

relevant state/territory environmental
protection legislation

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Competency Field

A - Handling Cargo/Stock