



Australian Government

Department of Education, Employment and Workplace Relations

TLIA1807C Organise despatch operations

Release: 1

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Modification History

Unit Descriptor

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.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations 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 Plan and organise despatch operations	1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock 1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock 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 resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&S requirements 2.4 Discrepancies in stocks are noted and reported in accordance with company procedures
3 Complete documentation	3.1 Required despatch documentation and records are completed in accordance with workplace procedures

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 organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the organising of despatch operations

Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations

Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems

Documentation and record requirements for despatch operations

Equipment used during the organisation of despatch 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 organising despatch operations

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the organising of despatch operations

Complete documentation related to the organising of despatch operations

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

Work collaboratively with others when organising despatch operations

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

Promptly report and/or rectify any identified problems that may arise when organising despatch operations in accordance with regulatory requirements and workplace procedures

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

Select and use relevant equipment and communications technology when organising despatch operations

Estimate the size, shape and special requirements of goods and 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:	in a range of work environments by day or night
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
Goods to be despatched may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances
Problems that may occur when despatching an order include:	wrong stock is despatched wrong carton for order incorrect location damaged stock no stock at location incorrect quantity failing to meet a special order requirement failing to meet customers delivery requirements
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
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
Consultative processes may involve:	workplace personnel
	supervisors and managers
	customers/clients
	drivers and agents
	contractors
	official representatives
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
dangerous goods declarations and material safety data sheets (where applicable)
codes of practice including the National Standards for Manual Handling and the Industry Safety Code
relevant legislation, regulations and related documentation including the ADG Code
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 organising of despatch operations
Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
Australian and International Dangerous Goods Codes
Australian Marine Orders and the International Maritime Dangerous Goods Code
IATA Dangerous Goods by Air Regulations
Australian and international explosives codes

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