

Title	Prepare and plan for a relocation operation		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to, for a relocation operation: prepare; establish initial customer requirements; position a removal vehicle at a premises and plan access; plan and confirm job requirements in consultation with the customer; and check documentation against job requirements.
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Classification	Logistics > Relocation Operations
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Available grade	Achieved
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Guidance Information

- Code of Practice and legal requirements to be complied with include the Health and Safety at Work Act 2015 and the *Code of Practice for Manual Handling*, available from the WorkSafe website at: https://www.worksafe.govt.nz/topic-and-industry/manual-handling/?gclid=EAlaIQobChMIrqOM0qKa7gIVmK6WCh1tUAzeEAAYASAAEgJ3UvD_BwE.
- Outcome 3 requires the candidate to take responsibility for appropriate positioning of the vehicle. It does not require the candidate to drive the vehicle.
- Definitions
Organisational requirements include any legal requirements, standards, codes of practice, company requirements, industry best practice, and manufacturers' instructions.
Removals documentation refers to detailed inventories, Relocation Order Forms (ROF), waybills, instructions, job information sheets, job task forms, removal plans.
Vehicle, for the purposes of this unit standard, includes a container.

Outcomes and performance criteria

Outcome 1

Prepare for a relocation operation.

Performance criteria

- 1.1 The job information sheet is checked and the type of relocation is identified.

Range may include – domestic, international, local, import.

- 1.2 Requirements for any very large or heavy items, fragile items, or artwork are identified in terms of tools and/or equipment.
- 1.3 Special access requirements are checked against job information sheet.
- Range may include – site restrictions and procedures, personal protection equipment, authorities and permits, security arrangements at the site, hours of operation, removal duration.
- 1.4 Equipment and materials are selected and checked in accordance with removals documentation and organisational requirements.
- Range equipment may include – gloves, safety footwear, safety glasses; specialised lifting equipment, safety knives, marking pens, tape dispensers, straps, ties; materials may include – carpet runners, drop sheets, blankets, capping, plastic wrap, stickers, labels, rubber bands, pads, tape, tough wrap, bubble wrap, corrugated cardboard, cartons; checking of equipment and materials includes – safe, operational, clean.
- 1.5 Personal presentation is checked according to organisational requirements.
- Range dress code and/or uniform, footwear, tidy personal appearance.

Outcome 2

Establish initial customer requirements for a relocation operation.

Range may include – positive attitude, courtesy, enthusiasm, helpfulness, interest.

Performance criteria

- 2.1 Crew are introduced by name, and the customer is consulted, and permission obtained before vehicle is parked on premises.
- 2.2 Walkthrough requirements for access are discussed and agreed with the customer.
- 2.3 Crew requirements are discussed and agreed with the customer.
- Range breaks, use of facilities.

Outcome 3

Position a removal vehicle at a premises and plan access for a relocation operation.

Range hazards and other considerations in positioning removal vehicle may include – power and telephone lines; trees and landscaping; driveway length, surface, gradient, and suitability to support removal vehicle weight; parking restrictions; stairs and steps; mossy pathways; lawn sprinklers on automatic timers; obstructions; uneven or unstable ground; door and passageway widths and tight internal corners; low hanging light fittings and other fixture obstructions; ground lights; pets.

Performance criteria

- 3.1 Vehicle is positioned safely and legally.
- 3.2 Access to removal vehicle is planned to ensure minimal damage to gardens and lawns, and avoidance of obstructions.
- 3.3 Potential hazards are identified and access to removal vehicle is planned to avoid injury and/or damage to personnel, property, and equipment during removal activities.

Outcome 4

Plan and confirm job requirements for a relocation operation in consultation with the customer.

Range may include – appropriate language, courtesy, problem-solving approach.

Performance criteria

- 4.1 Safety and general job requirements are explained and/or confirmed with the customer.

Range may include – explanation of all health and safety requirements (including requirements if children are present), footwear requirements, organisational requirements, confirmation of customer payment arrangements.
- 4.2 Customer's expectations of job are established and confirmed through questioning and discussion.
- 4.3 Inspection of job is undertaken with the customer and the loading sequence outlined.

Range may include but is not limited to – removals documentation, customer's instructions, site plan.
- 4.4 Potential internal hazards are identified, and appropriate action is planned to minimise risk or injury and/or damage to items, equipment, or structure.

- 4.5 Special requirements are identified and discussed and agreed with the customer.
- 4.6 Items unacceptable for removal are identified and the customer is advised, in accordance with organisational requirements.
- 4.7 Pre-damaged items and items at risk of damage are identified and discussed and agreed with the customer.

Outcome 5

Check documentation against job requirements for a relocation operation.

Performance criteria

- 5.1 Removals documentation is checked to ensure it includes all required information relevant to the job.
- 5.2 Any differences between removals documentation and actual job are identified. Issues or problems are resolved, and any required changes to removals documentation confirmed, in accordance with organisational requirements.
- 5.3 Required documents are updated clearly and neatly in accordance with organisational requirements.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 June 2009	31 December 2023
Review	2	27 May 2021	N/A

Consent and Moderation Requirements (CMR) reference	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.