

<b>Title</b>	<b>Pack for a domestic relocation operation</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: prepare for packing for a domestic relocation; pack items for a domestic relocation; and demonstrate customer service skills during a domestic relocation operation.
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<b>Classification</b>	Logistics > Relocation Operations
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legal requirements to be complied with include the Health and Safety at Work Act 2015.
- 2 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.

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### Outcomes and performance criteria

#### Outcome 1

Prepare for packing for a domestic relocation.

#### Performance criteria

- 1.1 Items for packing are identified in accordance with removals documentation, and the order of packing is determined in accordance with organisational requirements.  
  
 Range crew communication for order of work to be carried out; items not for packing are separated and labelled (e.g. with 'not going' stickers) as required; items for priority boxes.
- 1.2 Work areas for packing are organised in consultation with the customer.  
  
 Range convenient, unrestricted, adequate space.
- 1.3 Protective coverings and/or drop cloths are placed as required.

- 1.4 Cartons and other materials are selected and located in accessible areas.
- 1.5 Hazardous items are identified in accordance with organisational requirements and appropriate action taken in consultation with the customer.
- 1.6 Checks are carried out to verify that the customer has prepared any specific items for removal ('packed by owner' items).
- 1.7 Routes for the lifting and movement of cartons are identified and floors, pathways, and stairs are checked to ensure they are free of obstacles and hazards.
- 1.8 Crew requirements are discussed and agreed with the customer.
- Range breaks, use of facilities.

## Outcome 2

Pack items for a domestic relocation.

### Performance criteria

- 2.1 Items for priority boxes are packed.
- Range may include – bed attachments, remotes, bolts, screws, medicines, important documents, keys, customer specified items.
- 2.2 Items are positioned in cartons in accordance with organisational requirements.
- Range like with like, compatibility, mixture of heavy and light.
- 2.3 Breakables are packed in accordance with organisational requirements.
- 2.4 Valuable and/or fragile items are specially packed in accordance with organisational requirements.
- Range may include – crystal, antiques, ornaments.
- 2.5 Furnishings are packed in cartons or prepared for transportation in accordance with organisational requirements.
- Range furnishings may include – lamp shades, clocks, television sets, stereo and audio equipment, computing and office equipment, paintings, rugs and carpets;  
packing may include – tissue paper, bubble wrap, capping, plastic wrap, tagging, mattress bags, blanket wrapping, sofa bags.
- 2.6 Cartons are sealed and labelled in accordance with organisational requirements.
- Range may include – staff initials, content description, room, symbols.

2.7 Cartons are identified clearly and neatly for stowing and unpacking purposes.

Range heavy items in small cartons, large light cartons, cartons containing related parts or objects, top load, fragile, assembly notes.

2.8 Items are numbered, and inventory is updated using symbols in accordance with organisational requirements.

Range symbols include – descriptions, exceptions, locations.

2.9 All required removals documentation is completed at the end of the packing process. A sweep of the house is carried out to ensure nothing has been left behind.

### Outcome 3

Demonstrate customer service skills during a domestic relocation operation.

#### Performance criteria

3.1 Customers are treated with respect and in a professional manner in accordance with organisational requirements.

Range may include – punctuality, addressing the customer, cleanliness and presentation, taking of breaks, use of customer facilities, appropriate language, patience.

3.2 Any accidents, incidents, or difficulties are reported to the office in accordance with organisational requirements.

3.3 Customer's premises are left tidy in accordance with organisational requirements.

Range unused cartons are folded and removed, and rubbish is disposed of.

<b>Planned review date</b>	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

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

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**Comments on this unit standard**

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