

<b>Title</b>	<b>Wrap for an international relocation operation</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: prepare for wrapping for an international relocation; wrap items for an international relocation; and demonstrate customer service skills during an international 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 wrapping for an international relocation.

#### Performance criteria

- 1.1 Items for relocation are identified in accordance with removals documentation and the order of wrapping is determined in accordance with organisational requirements.
- 1.2 Work areas for wrapping are organised in consultation with the customer.  
Range convenient, unrestricted, adequate space.
- 1.3 Protective coverings and/or drop cloths are placed in wrapping and traffic areas.
- 1.4 Cartons and other materials are selected and located in accessible areas.

- 1.5 Hazardous items and items ineligible for international freight 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 furniture and effects 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

Wrap items for an international relocation.

### Performance criteria

- 2.1 Valuable and/or fragile items are packaged in accordance with organisational requirements.
- Range may include – crating, polystyrene foam, polystyrene chips.
- 2.2 Packages are sealed and labelled in accordance with organisational requirements.
- Range may include – staff initials, content description, room, symbols.
- 2.3 Furnishings are wrapped in accordance with organisational requirements.
- Range furnishings may include – fridges, freezers, washing machines, bed ends, mattresses and bases, lamp shades, clocks, tables and chairs, television sets, stereo and audio equipment, computing and office equipment, furniture, lounges, armchairs, paintings, rugs and carpets;  
wrapping materials may include – tissue paper, bubble wrap, capping, plastic wrap, tough wrap, corrugated cardboard wrapping, mattress covers, cartons.
- 2.4 Any special, heavy, fragile, or sentimental items are packed and/or prepared for transportation in accordance with organisational requirements.
- Range may include – sculptures, upright pianos, grand pianos, spa pools, antiques, pool tables, marble tables.
- 2.5 Items requiring customs processing and/or documentation are identified and separated for wrapping.

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

Range symbols include – descriptions, exceptions, locations.

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

### Outcome 3

Demonstrate customer service skills during an international relocation operation.

#### Performance criteria

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

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

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

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

Range unused materials are removed, rubbish 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>.

#### 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.