

<b>Title</b>	<b>Unload and unpack for a relocation operation</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to, for a relocation operation: prepare for unloading and unpacking; position a removal vehicle at a premises, plan access, and unload the vehicle; unpack and unwrap items; demonstrate customer service skills during a relocation operation; and complete documentation requirements.
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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 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=EAlaIqObChMIrqOM0qKa7qIVmK6WCh1tUAzeEAAyASAAEgJ3UvD\\_BwE](https://www.worksafe.govt.nz/topic-and-industry/manual-handling/?gclid=EAlaIqObChMIrqOM0qKa7qIVmK6WCh1tUAzeEAAyASAAEgJ3UvD_BwE).
- 2 Outcome 2 requires the candidate to take responsibility for appropriate positioning of the vehicle. It does not require the candidate to drive the vehicle.
- 3 Definitions  
*Organisational requirements* include any legal requirements, standards, codes of practice, company requirements, industry best practice, and manufacturers' instructions.  
*Removals documentation* includes 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.

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### Outcomes and performance criteria

#### Outcome 1

Prepare for unloading and unpacking for a relocation operation.

#### Performance criteria

- 1.1 Crew are introduced by name, and the customer consulted, and permission obtained before vehicle is parked on premises.

- 1.2 Initial customer requirements are established.
- Range priority items for unloading; unpacking requirements and placement; waivers on removals documentation; customer to unpack or unwrap.
- 1.3 Walkthrough requirements for access are discussed and agreed with the customer.
- Range familiarisation with premises, rooms and placement.
- 1.4 The order of unloading is determined in accordance with the customer's instructions and organisational requirements.
- 1.5 Crew requirements are discussed and agreed with the customer.
- Range breaks, use of facilities.

## Outcome 2

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

### Performance criteria

- 2.1 Vehicle is positioned safely and legally.
- Range parking and traffic restrictions, obstructions.
- 2.2 Access from removal vehicle to premises is planned to ensure minimal damage to gardens and lawns, and avoidance of obstructions.
- 2.3 Potential hazards are identified, and access is planned to avoid injury and/or damage to personnel, property and equipment during unloading activities.
- Range hazards 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.
- 2.4 Routes for the lifting and movement of furniture and effects are identified, and floors, pathways, and stairs checked to ensure they are free of obstacles and hazards.
- 2.5 Items are unloaded from the vehicle and placed in premises in accordance with the customer's instructions and organisational requirements.

### Outcome 3

Unpack and unwrap items for a relocation operation.

#### Performance criteria

- 3.1 Protective coverings and/or drop cloths are placed in traffic areas.
- 3.2 Items are unpacked and unwrapped in accordance with organisational requirements and removals documentation.
- Range inventory sheet checked off; bench space or flat surfaces utilised; tools correctly used; contents protected; packaging material retained for reuse or recycled where possible; emptied cartons folded and removed; rubbish disposed of; all loose packaging checked for items.
- 3.3 Items that have been disassembled for relocation are reassembled.
- 3.4 Items are set up in accordance with organisational requirements.
- Range may include – fridges and washing machines.
- 3.5 Hazardous items are identified in accordance with organisational requirements and appropriate action taken in consultation with the customer.

### Outcome 4

Demonstrate customer service skills during a relocation operation.

#### Performance criteria

- 4.1 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, checking for additional requirements before leaving.
- 4.2 Any accidents, incidents, or difficulties are reported to the office in accordance with organisational requirements.
- 4.3 Exceptions are noted and the customer advised of claims procedures and office contact person if any transit damage is identified.
- 4.4 Arrangements are made for the later collection of cartons and materials if required.

### Outcome 5

Complete documentation requirements for a relocation operation.

**Performance criteria**

- 5.1 All items on removals documentation are checked and accounted for.
- 5.2 All required removals documentation is completed and signed by the customer and removals company representative in accordance with organisational requirements.

<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.