

Title	Receive orders and dispatch masonry product		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to, for masonry product: receive and process orders; schedule deliveries; and facilitate delivery operations.
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Classification	Concrete > Concrete Product Manufacture
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Traffic law includes any legislation relevant to the context and situation in the candidate's own workplace.
Workplace practice refers to the documented procedures specific to a work site which set out the standard and required practices of that workplace.
- 2 Credit for this unit standard indicates compliance with industry practice. *Industry practice* refers to the ability to demonstrate knowledge and skills that reflect the uniformity, finish quality, and material economies currently accepted within industry.
- 3 Legislation relevant to this unit standard includes:
 Health and Safety in Employment Act 1992 and Health and Safety in Employment Regulations 1995.

Outcomes and performance criteria

Outcome 1

Receive and process orders for masonry product.

Performance criteria

- 1.1 Means of identifying available stock and scheduled production are described in accordance with workplace practice.
- 1.2 Information about product and delivery is provided in response to customer enquiry.
- 1.3 Agreement with customer is reached that matches delivery time with product availability, delivery resources and cost, and order is taken in accordance with workplace practice.

1.4 Order is documented in accordance with workplace practice.

Outcome 2

Schedule deliveries for masonry product.

Performance criteria

2.1 Traffic law is explained as it relates to the loading of delivery vehicles and transport of product.

2.2 Delivery schedule is prepared in accordance with workplace practice, and taking into account job requirements.

Range committed service levels, available resources, costs.

2.3 Delivery schedule is recorded in accordance with workplace practice.

Outcome 3

Facilitate delivery operations for masonry product.

Performance criteria

3.1 Delivery resources are arranged and the delivery process is initiated in accordance with the delivery schedule and workplace practice.

3.2 Handling and loading of product is facilitated in accordance with workplace practice.

3.3 Communication with delivery vehicle operators shares information to promote timely deliveries.

3.4 Actions taken to maintain delivery resources are in accordance with workplace practice.

Range events requiring resource maintenance action – changes in schedules, disruptions to delivery process.

3.5 Deliveries are checked and approved, documentation is completed, and records are maintained in accordance with workplace practice.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 November 2009	31 December 2023
Review	2	28 October 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0048

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.