

Title	Pick and assemble goods for dispatch in a retail or distribution facility		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: pick and assemble goods for dispatch to customers in a retail or distribution facility in accordance with organisational procedures.
----------------	---

Classification	Retail, Distribution, and Sales > Distribution
-----------------------	--

Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 Definitions
Distribution facility refers to a workplace where the primary focus is on storage and distribution of stock.
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
Retail facility refers to a workplace where the primary focus is on customers purchasing goods or services.
- 2 Performance of the outcomes of this unit standard must comply with the requirements of the following: AS/NZS 3833:2007, *The storage and handling of mixed classes of dangerous goods, in packages and intermediate bulk containers*, available at www.standards.govt.nz.
- 3 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and evidence requirements

Outcome 1

Pick and assemble goods for dispatch to customers in a retail or distribution facility in accordance with organisational procedures.

Range may include but is not limited – manual system, computerised system; evidence for one system is required; evidence for dispatching three customer orders is required.

Evidence requirements

- 1.1 Customer requirements are verified.
- 1.2 Goods are selected and checked against requirements.
Range may include but is not limited to – safe operation of picking equipment.
- 1.3 Picked goods are assembled for dispatch.
- 1.4 Goods are prepared for dispatch in accordance with dispatch instructions.
Range may include but is not limited to – picking, wrapping, labelling, stacking, documentation.
- 1.5 Out-of-stock goods are identified and corrective action is taken.
- 1.6 Damaged, and incorrectly stored goods are identified and corrective action is taken.
Range corrective action may include but is not limited to – remove goods, notify person responsible for goods, rectify problem.
- 1.7 Documentation related to picked goods is completed and processed.

Replacement information	This unit standard replaced unit standard 11975 and unit standard 11982.
--------------------------------	--

Planned review date	31 December 2021
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	N/A
Review	2	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
--	------

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

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.