

<b>Title</b>	<b>Pick and assemble goods for dispatch to customers in a retail or distribution facility</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to pick and assemble goods for dispatch to customers in a retail or distribution facility.
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<b>Classification</b>	Retail, Distribution, and Sales > Distribution
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<b>Available grade</b>	Achieved
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### Guidance Information

- Definitions**  
*Distribution facility* refers to a workplace where the primary focus is on storage and distribution of stock.  
*Retail facility* refers to a workplace where the primary focus is on customers purchasing goods or services.  
*Workplace procedures* refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 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](http://www.standards.govt.nz).
- Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- All performance criteria are to be carried out in accordance with workplace procedures.

### Outcomes and performance criteria

#### Outcome 1

Pick and assemble goods for dispatch to customers in a retail or distribution facility.

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

**Performance criteria**

- 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.

<b>Replacement information</b>	This unit standard replaced unit standard 11975 and unit standard 11982.
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<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	31 December 2024
Review	2	8 December 2016	31 December 2025
Review	3	2 March 2023	N/A
Revision	4	25 July 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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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 Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.