

<b>Title</b>	<b>Demonstrate basic knowledge of distribution operations and distribution facilities and equipment</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate basic knowledge of: distribution operations; and distribution facilities and equipment.
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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

#### 1 Definitions

*Distribution facilities* refer to workplaces where the primary focus is on storage and distribution of stock.

*Logistics* refer to the process of managing the movement and storage of goods and materials from their source to the point of ultimate consumption.

*Supply chain* includes all activities from the purchase of raw materials to the delivery of finished goods to consumers.

#### 2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate basic knowledge of distribution operations.

#### Performance criteria

##### 1.1 Components of distribution are defined and their applications are described.

**Range** components may include but are not limited to – purchasing, logistics, supply chain, transport, receipt of inwards goods, movement, storage, picking, issue, dispatch, labelling, record keeping, quarantine, returns, disposal, cataloguing; evidence is required for eight components.

1.2 Terms used in distribution are defined and their applications are described.

Range terms may include but are not limited to – LIFO (last in first out), FIFO (first in first out), just in time, lead time, POD (paid on delivery), FOB (free on board), outsourced, LCL (less container load), manifest, consignor, consignee, vendor, IBC (intermediate bulk container);  
evidence is required for definition of seven terms;  
evidence is required for the description of the applications of five terms.

1.3 The term *customer service* is defined in relation to the distribution industry.

Range internal customers, external customers.

1.4 The concept of supply chain is outlined from raw material to the customer.

Range evidence is required for the supply chain of one product.

## Outcome 2

Demonstrate basic knowledge of distribution facilities and equipment.

### Performance criteria

2.1 Types of distribution facilities are identified and similarities and differences are described.

Range types may include but are not limited to – operations store, ancillary store, dispatch warehouse, retail distribution centre, seasonal store, wholesale store, dangerous goods store, bond store, quarantine store, distribution store, outsourced warehouse, government warehouse, public storage;  
evidence for seven types is required.

2.2 Types of goods are identified and the storage requirements are described for each.

Range types of goods may include but are not limited to – solid, liquid, gas, soft, rigid, heavy, high/low value, dangerous, perishable, edible, vulnerable, items of difficult shape, bond storage;  
evidence is required for storage requirements for four types of goods.

2.3 Equipment used to handle goods is identified and described.

Range may include but is not limited to – conveyors, forklifts, forkhoists, hoists, pneumatic systems, pumps, hoses, valves;  
evidence is required of equipment for handling four types of goods.

2.4 Modes of transport used for carriage of goods are identified and described.

Range modes of transport may include but are not limited to – land, sea, air;  
evidence is required for four types of goods.

2.5 Systems used to control distribution operations are identified and described.

Range manual system, computerised inventory management system.

<b>Planned review date</b>	31 December 2022
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	15 June 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0225
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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 ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.