

Title	Pick and assemble goods for dispatch in a retail or distribution environment under supervision		
Level	2	Credits	3

Purpose	<p>This unit standard is intended for people who intend to work in a retail or distribution environment where the picking process is not controlled by a computerised inventory management system, and where decisions must be made on the order in which goods are picked.</p> <p>People credited with this unit standard are, under supervision, able to: pick, pack, and stack goods in a retail or distribution environment; and prepare picked goods for dispatch to customers.</p>
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Classification	Retail, Distribution, and Sales > Stock Control
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Available grade	Achieved
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Guidance Information

- 1 All tasks are to be carried out in accordance with organisational procedures.
- 2 Legislation relevant to this unit standard includes but is not limited to the – Hazardous Substances and New Organisms Act 1996, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Food Regulations 2015, Food Hygiene Regulations 1974.
- 3 Definitions

Distribution environment refers to workplaces where the primary focus is on storage and distribution of goods.

Organisational procedures refer to instructions to staff on policy and procedures which are formally documented, or generally accepted within the workplace. They 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 environment refers to workplaces where the primary focus is on customers purchasing goods or services.
- 4 Relevant Australian and New Zealand standard is: AS/NZS 3833:2007, *The storage and handling of mixed classes of dangerous goods, in packages and intermediate bulk containers*, available at <https://www.standards.govt.nz/>. Compliance with this standard is required.

Outcomes and performance criteria

Outcome 1

Pick, pack, and stack goods in a retail or distribution environment.

Performance criteria

1.1 Goods are picked to match customer order within an acceptable timeframe.

1.2 Movement and handling of goods is minimised.

1.3 Goods picking equipment is operated safely and in accordance with manufacturer’s specifications.

1.4 Out-of-stock, 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.

1.5 Picked goods are packed and stacked.

1.6 Documentation related to picking of goods is completed.

Outcome 2

Prepare picked goods for dispatch to customers in a retail or distribution environment.

Performance criteria

2.1 Picked goods are assembled for dispatch at the appropriate location.

2.2 Picked goods are wrapped and labelled for dispatch in accordance with dispatch instructions and customer order.

2.3 Picked goods are stacked.

Planned review date	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	6 July 2017	31 December 2024
Review	2	26 January 2023	N/A

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