

Overview

This standard is about the accurate assembling of orders for dispatch. It involves identifying the goods, including any specific requirements, responding to problems and assembling the orders.

When working with equipment and machinery you must be appropriately trained and hold current certification, where required, in line with relevant legislation.

This standard is relevant to all operatives who assemble orders as part of their job role.

Performance criteria

You must be able to:

- 1 maintain the health and safety of yourself and others at all times, in line with the relevant legislation and organisational requirements
- 2 assess the risks associated with the work before starting and throughout the activity, take action to minimise risks where possible or report in line with organisational procedures
- 3 confirm that the required personal protective equipment (PPE) for the work being carried out is worn at all times in line with organisational procedures
- 4 confirm that the relevant training has been received to carry out the work, recognise the limits of your competence and seek access to further training where required
- 5 comply with the policies and procedures of the organisation and the relevant legal and organisational requirements relating to the assembly of orders for dispatch
- 6 obtain the information required to assemble orders for dispatch and any specific requirements
- 7 confirm that the area used to assemble the goods is clean and clear of obstructions and hazards
- 8 identify the location of the required goods and confirm they are accessible
- 9 identify loading and transportation requirements
- 10 assemble the orders with the required type and quantity of goods, as detailed in the order specification
- 11 follow the instructions for any specific requirements, including value-added services
- 12 maintain the condition of the goods being assembled
- 13 confirm that orders are suitably packaged, labelled and prepared for dispatch
- 14 maintain effective communication with colleagues when carrying out the work
- 15 identify and respond to problems with assembling orders within the scope and limitations of your responsibilities and competence and report issues which cannot be resolved, in line with organisational procedures
- 16 complete all the relevant documentation and other information in line with the legal requirements and organisational procedures
- 17 maintain and store the required records in line with relevant legal and organisational requirements

Knowledge and understanding

You need to know and understand:

- 1 your responsibilities under the relevant health and safety legislation and organisational requirements
- 2 how to identify hazards and assess risks associated with the work being carried out, and the suitable control measures and Safe Systems of Work (SSoW) that can be put in place to reduce risks
- 3 the relevant personal protective equipment (PPE) that should be worn when assembling orders for dispatch
- 4 how to identify and access the information required to carry out the work
- 5 the organisation's policies and procedures and the relevant legal and organisational requirements relating to assembling orders for dispatch
- 6 the nature and characteristics of the goods in the order being assembled
- 7 the dispatch information required to identify order specifications and requirements and where to obtain this
- 8 the stock control systems used by the organisation
- 9 the possible restrictions relating to the dispatch of goods
- 10 the types of equipment and handling methods appropriate for the assembly of orders for dispatch
- 11 how to prepare, use, maintain and store equipment safely and correctly
- 12 the requirements for training and certification to operate moving and handling equipment
- 13 the importance of following specific requirements, including value-added services
- 14 the requirements for packaging, labelling and preparation for dispatch
- 15 the roles and responsibilities of colleagues and why it is important to maintain effective communication with colleagues when carrying out your work
- 16 the issues that may occur when assembling orders, the actions to take and the organisational procedures for reporting issues that cannot be resolved
- 17 the importance of maintaining the work area in a clean and tidy condition when carrying out work activities and the organisational standards for this
- 18 the information and recording systems used by the organisation and the legal and organisational requirements for maintaining records, including data protection legislation and organisational procedures for data security

Glossary

Equipment: e.g. tools, implements, machinery, lifts, conveyors, cranes, sack barrows, vehicle ramps, piano wheels, dollies, trucks, trolleys, skates, roller sets, stair climbers, shoulder straps and webbing, ladders, shelving and racking systems

Handling methods: manual, mechanical, gravity

Health and safety includes mental and physical wellbeing

Personal Protective Equipment (PPE) could include: high-visibility clothing, hard hats, protective clothing, eye protection, masks, gloves, safety footwear

Problems with assembling orders: identification of stock, stock quantities, damaged stock, packing materials, documentation

Safe System of Work (SSoW) is a method of work that puts in place control measures arising from a risk assessment, in order to manage identified hazards, which are broken down into four elements: safe person; safe equipment; safe place; and safe practice.

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Value-added services: e.g. personalisation, gift wrapping, garment hanging/steaming etc.

SFLWS30



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