

	Unit ID:2375
Domain	FREIGHT OPERATIONS
Title:	Despatch freight
Level: 2	Credits: 4

Purpose

This unit standard is intended for those who despatch freight. People credited with this unit standard are able to analyse order to identify work requirements, follow picking processes for despatch, complete despatch following workplace procedures and schedules, control and deal with confidential information and documents.

This unit standard is intended for people who work in the freight operations industry.

Special Notes

1. Entry information

Prerequisite

- *Unit 2372 - Apply basic principles of cargo handling.*
- *Unit 2378 - Pick, allocate, package and group freight for despatch.*

2. Assessment evidence may be collected from a real or a simulated workplace in which freight operations are carried out.

3. To demonstrate competence, minimum evidence of the ability to analyse despatch order, identify work requirements, follow picking processes to complete despatch. Follow workplace procedures and schedules, control and deal with confidential information and documents.

4. Glossary of terms:

- "OH&S" Occupational Health and Safety.

5. Information/documents may include

- Goods identification numbers and codes
- Manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- Manufacturers specifications for equipment/tools
- Workplace procedures and policies
- Supplier and/or client instructions
- Dangerous goods declarations and material safety data sheets

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, No. 11, 2007.
- Regulations relating to the health & safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007
- And all subsequent amendments

7. Performance of all elements in this unit standard must comply with industry standards.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Analyse order to identify work requirements

Performance Criteria

- 1.1 Order request and consignment note documentation are interpreted.
- 1.2 Required schedules for despatch are identified.
- 1.3 Product(s) in order are identified according to the order requirements.
- 1.4 Workplace and product knowledge are used to plan sequence of work.
- 1.5 Safety requirements are followed in accordance with safety plans and policies.
- 1.6 Materials handling equipment are selected within required OH&S regulations and timeframe for the despatch.
- 1.7 Instructions, procedures and labels relevant to the organising of despatch operation are interpreted and adhered to.

Element 2: Follow picking processes for despatch

Range

Other identification systems can be but are not limited to colour coding, floor plans, Radio Frequency Identification Device (RFID) and manifests.

Verification of products includes but is not limited to expiry dates, quantity of units, contamination, damages and temperature regulations.

Performance Criteria

- 2.1 Goods for despatch are selected, checked against product knowledge, labels and other identification systems.
- 2.2 Condition of product is checked and verified.

- 2.3 Products are sorted, assembled and consolidated.
- 2.4 Orders are secured and placed in storage/despatch zones, in accordance with schedule.
- 2.5 Order is checked against despatch schedule and order form.

Element 3: Despatch freight following workplace procedures and schedules

- 3.1 Workplace records are completed, labels and required documentation attached.
- 3.2 Load is planned and arranged according to delivery schedule.
- 3.3 Final check of load labels and documentation is completed in accordance with requirements.
- 3.4 Transportation requirements are described to driver.

Element 4: Control and deal with confidential information and documents

Performance Criteria

- 4.1 Confidential information is described in line with organisation procedures.
- 4.2 Company policies and procedures used in dealing with confidential information are explained.
- 4.3 Documents are secured in an appropriate manner and within an agreed time frame.
- 4.4 Care is taken to avoid compromising any relevant stakeholders.

Registration Data

Subfield:	Transport, Operations and Logistics
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