

Prepare goods and materials for despatch

Overview

This standard covers the skills and knowledge needed to prepare goods and materials for despatch.

This covers establishing customer requirements and preparing them into a condition ready for despatch.

This standard is for you if you work in food and drink operations and the associated supply operations and are involved in preparing and assembling goods and materials for despatch.

Prepare goods and materials for despatch

Performance criteria

You must be able to:

Prepare to assemble goods and materials for despatch

1. prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
2. obtain packing and despatch documentation for individual customers
3. prepare work area into a condition suitable for order preparation
4. obtain materials and resources to support the creation of orders
5. identify locations of selected items
6. take effective action in response to operating problems
7. maintain effective communication

Assemble and prepare goods and materials for despatch

8. operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
9. select and assemble the correct goods to match despatch documentation
10. handle products in a manner which maintains their quality and condition
11. check that the prepared consignment matches the despatch instructions
12. secure assembled order ready for despatch
13. complete and label orders according to specification
14. maintain condition of work area throughout process
15. identify and report any discrepancies or difficulties with preparing consignments
16. take effective action in response to operating problems

Finish order preparation

17. finish according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
18. dispose of waste according to organisational procedures
19. make equipment and work area ready for future use, after the completion of the process
20. maintain effective communication
21. complete all necessary documentation according to company procedures

Prepare goods and materials for despatch

Knowledge and understanding

You need to know and understand:

1. what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
2. the facilities required to despatch food and drink products
3. how to obtain and interpret packing and despatch documentation
4. how to identify product
5. how to prepare products for despatch
6. the different types of packaging used for despatch
7. how to monitor and assess the quality of packaging
8. how to recognise the quality of product
9. how to assemble orders so that the quality of goods and materials is maintained
10. how to handle product to maintain condition and quality
11. how to assess the condition of packing materials
12. labelling and despatch instructions
13. how to check consignment notes against instructions
14. how to deal with order discrepancies
15. what action to take when the process specification is not met
16. how to dispose of waste in accordance with legal and organisational regulations and why it is important to do so
17. the limits of your own authority and competence and why it is important to work within those limits
18. what recording, reporting and communication is needed, how to carry this out and the reasons why it is important to do so

Prepare goods and materials for despatch

Developed by	NSAFD
Version Number	2
Date Approved	September 2017
Indicative Review Date	January 2022
Validity	Current
Status	Original
Originating Organisation	Improve
Original URN	IMPSD327S, IMPSD328K
Relevant Occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process Operatives; Process, Plant and Machine Operatives; Plant and Machine Operatives
Suite	Supply Chain Management
Keywords	Food; Manufacture; Health; Safety; Orders; Dispatch; Package; Products