

2.23. Picking and dispatching goods, 30 Competence point (105764)

Competence requirements

Students know how to

- use picking documents
- pick goods
- use basic equipment and tools for picking goods
- use correct packing methods and the required labels
- use dispatch technology
- use different transport documents
- apply different criteria when preparing shipments
- consider different transport services
- understand the principles of securing loads
- avoid losses in their work
- sort wastes
- manage the customer service needed in their work
- follow occupational safety instructions
- work as team members

Students

- complete a hot work permit

Assessment

Mastering the work process

Planning the work	
Students	
Satisfactory 1	<ul style="list-style-type: none">• plan their work under guidance
Satisfactory 2	
Good 3	<ul style="list-style-type: none">• draw up a work plan independently
Good 4	
Excellent 5	<ul style="list-style-type: none">• independently follow a practicable work plan drawn up by them as well as assess and develop their work

Mastering the work process as a whole	
Students	
Satisfactory 1	<ul style="list-style-type: none">• carry out basic warehousing tasks following instructions
Satisfactory 2	
Good 3	<ul style="list-style-type: none">• carry out key warehousing tasks independently and following instructions, demonstrating an ability to take other members of their work community into consideration
Good 4	
Excellent 5	<ul style="list-style-type: none">• manage key tasks in the warehousing sector safely and responsibly and assess and develop their work

Working economically and to a high standard	
Students	
Satisfactory 1	<ul style="list-style-type: none"> under guidance, comply with the quality targets set for them
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> comply with the quality targets set for them
Good 4	
Excellent 5	<ul style="list-style-type: none"> work to achieve the quality targets and develop their activities

Mastering working methods, tools and materials

Managing picking and dispatch documents and package labels	
Students	
Satisfactory 1	<ul style="list-style-type: none"> use different picking and dispatch documents and identify warning and handling labels on packages
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> interpret the information contained in different picking and dispatch documents and place the appropriate address, warning and handling labels on consignments
Good 4	
Excellent 5	<ul style="list-style-type: none"> use collection and dispatch documents, justifying their solutions, and place the appropriate address, warning and handling labels on consignments

Picking of goods and picking units	
Students	
Satisfactory 1	<ul style="list-style-type: none"> under guidance, pick goods following instructions and know the most common picking units
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> select the correct picking unit and pick goods following instructions
Good 4	
Excellent 5	<ul style="list-style-type: none"> plan and carry out the picking of goods independently and methodically in an order that demonstrates efficiency and choose correct units for picking

Management and use of equipment needed for picking and dispatching	
Students	
Satisfactory 1	<ul style="list-style-type: none"> use basic equipment for picking and dispatching, observing safe work practices
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> master different equipment for picking and dispatching and observe safe work practices
Good 4	

Excellent 5	<ul style="list-style-type: none"> use different equipment for picking and dispatching methodically and correctly and observe safe work practices
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Packing technique	
Students	
Satisfactory 1	<ul style="list-style-type: none"> pack products following instructions
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> choose the right packaging for each consignment and use packaging materials in compliance with the company's instructions for environmental protection
Good 4	
Excellent 5	<ul style="list-style-type: none"> master economical packing techniques and observe the instructions for environmental protection in an exemplary manner when using packaging materials

Dispatch technique	
Students	
Satisfactory 1	<ul style="list-style-type: none"> prepare consignments for transport following instructions
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> dispatch goods competently as required by customers
Good 4	
Excellent 5	<ul style="list-style-type: none"> dispatch goods competently, independently and logically as required by customers and know the responsibilities of the consignor under the Finnish Road transport contracts act

Customer service	
Students	
Satisfactory 1	<ul style="list-style-type: none"> behave and answer the telephone as instructed
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> dress and behave appropriately as required in their tasks
Good 4	
Excellent 5	<ul style="list-style-type: none"> behave with initiative and assess and develop their actions on the basis of the feedback they receive

Mastering the underpinning knowledge

Transport packaging	
Students	
Satisfactory 1	<ul style="list-style-type: none"> know different options for transport packaging
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> select the correct type of transport packaging following instructions
Good 4	

Excellent 5	<ul style="list-style-type: none"> justify their choice of transport packaging
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Transport documents	
Students	
Satisfactory 1	<ul style="list-style-type: none"> are familiar with the required transport documents
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> use different transport documents
Good 4	
Excellent 5	<ul style="list-style-type: none"> are familiar with the most common documents used for international transport and interpret the information contained in them

Freight options	
Students	
Satisfactory 1	<ul style="list-style-type: none"> are familiar with different freight options
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> consider freight options
Good 4	
Excellent 5	<ul style="list-style-type: none"> are familiar with the cost impacts of different freight options

Knowledge of products and customers	
Students	
Satisfactory 1	<ul style="list-style-type: none"> are familiar with some of the company's main product groups and customers
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> are familiar with the company's products and key customers
Good 4	
Excellent 5	<ul style="list-style-type: none"> are well familiar with the company's products and know how to serve customers as necessary

Preventing losses	
Students	
Satisfactory 1	<ul style="list-style-type: none"> are aware of the causes of losses
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> are aware of the potential risks of losses during picking and strive to prevent losses
Good 4	
Excellent 5	<ul style="list-style-type: none"> are well familiar with the causes of losses and able to prevent losses

Loading and securing freight	
Students	

Satisfactory 1	<ul style="list-style-type: none"> load and secure freight in a vehicle under guidance
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> master the basics of loading and securing
Good 4	
Excellent 5	<ul style="list-style-type: none"> load and secure freight by binding it following instructions and have a good basic knowledge of matters related to a vehicle's load-carrying capacity and centre of gravity

Offer of transport services	
Students	
Satisfactory 1	<ul style="list-style-type: none"> recognise providers of different transport services
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> are familiar with key transport service providers and principles of pricing
Good 4	
Excellent 5	<ul style="list-style-type: none"> are well familiar with the offer of transport services and their appropriate use

Key competences for lifelong learning

Health, safety and functional capacity	
Students	
Satisfactory 1	<ul style="list-style-type: none"> comply with occupational safety regulations and instructions and know the factors influencing wellbeing at work
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> identify and avoid safety risks in their tasks and take into account the effect of ergonomics on health
Good 4	
Excellent 5	<ul style="list-style-type: none"> assess and develop their work environment and improve the safety of their work practices know the effects of a healthy diet and exercise as factors that maintain health and functional capacity

Interaction and cooperation	
Students	
Satisfactory 1	<ul style="list-style-type: none"> understand the importance of interaction skills
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> manage interactive situations and work with customers
Good 4	
Excellent 5	<ul style="list-style-type: none"> work constructively together with different people as well as assess and develop their activities based on the feedback they receive

Learning and problem-solving

Students	
Satisfactory 1	<ul style="list-style-type: none"> recognise problems occurring in their work and avoid them
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> solve problems occurring in their work by the means at their disposal
Good 4	
Excellent 5	<ul style="list-style-type: none"> solve problems occurring in their work by acquiring additional information and weighing different solutions

Vocational ethics	
Students	
Satisfactory 1	<ul style="list-style-type: none"> comply with the agreed working hours, report any deviations, and behave appropriately recognise the principles of sustainable development in their field
Satisfactory 2	
Good 3	<ul style="list-style-type: none"> comply with jointly agreed operating models follow the principles of sustainable development in their field
Good 4	
Excellent 5	<ul style="list-style-type: none"> complete their tasks following agreed practices and work to improve the appreciation of their occupation promote the realisation of sustainable development principles in their field

Methods of demonstrating competence

Students demonstrate their competence by carrying out picking and dispatching tasks in a warehouse. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

2.24. Stocktaking and balance management, 15 Competence point (105749)

Competence requirements

Students know how to

- carry out stocktaking and report any balance discrepancies they discover
- use the tools needed for stocktaking
- understand the principles of stock control and the cost structure of the stock
- interpret stock control and management reports
- understand the basics of stock accounting
- appreciate the principles of an automatic identification system
- use a barcode scanner and print out address stickers and similar using peripheral devices
- use word processing, calculation/spreadsheet and presentation graphics programs
- use e-mail and the internet
- identify other information transmission options and use one of them following instructions