

About this resource

This resource is for trainers and assessors of the *TLIA3018 Organise despatch operations*. It complements the corresponding *Aspire Learner guide*.

The *Trainer and assessor resource* (TAR) provides you with ideas and guidance on how you can encourage and support learners through the training and assessment process using *Aspire resources*. It is designed to help you optimise the learner’s experience and record details of their competency.

The TAR is comprised of several folders with the following editable documents to assist trainers and assessors.

Folders	Documents
Introduction	How to use the TAR
Formative assessment	Formative assessment marking guide
Summative assessment	Summative assessment marking guide
Mapping	Formative mapping tool Summative mapping tool
Sample documents	Sample documents (if applicable)
Student assessment	Student assessment workbook

Key features of the TAR

- The *Trainer and assessor resource* complements the *Aspire learner guide* (print, eBook or online).
- Includes weblinks to the relevant unit of competency and other support resources.
- Provides guidelines for trainers and assessors on their responsibilities for formative and summative assessment to meet VET requirements.
- Includes sample student templates for training and assessment.

Formative assessment

- Includes activity questions with a marking guide.
- Discussion topics provide trainers with a guide to direct online or classroom discussion about the learning content.
- Clearly maps the learning content to the unit of competency requirements.

Summative assessment

- Includes detailed instructions to assessors on each assessment task.
- Includes a marking guide for each final assessment task.
- Clearly maps the final assessments to the unit of competency requirements.

Formative assessment overview

This resource complements the corresponding Aspire learner guide.

Aspire provides activities in its learner guides. The formative assessment marking guide provides solutions and suggested answers to activities. It also provides discussion topics.

How to use formative assessment

Formative assessment is used to help students consolidate their learning and to help trainers determine how the learners are progressing.

Formative assessment tasks can be used by learners in a variety of settings, including face to face and online. Trainers can adapt these resources in a variety of ways, such as for small groups, verbal questioning, online forums or individual tasks. Trainers may choose to add to, change or substitute the activities provided by Aspire. This should be done according to the interest level, the experience of the learners and the specific learning situation.

Activities

The activities provided in the learner guides are mapped to the unit of competency and include a range of question styles to suit most learners.

Each activity asks the learner to review their understanding of the content. The question styles are designed to complement the final assessment questions. This provides students with an opportunity to practise for the final assessment questions.

Solutions to activities are provided in this TAR. Activity solutions are also provided immediately as part of online activities, which are accessible via links in the eBook.

Solutions should serve as a reliable guide to the type of information that a trainer would **expect to see in a learner's response**. **The nature and variety of the activities means that, in some cases, there will be numerous correct responses and the solutions provided cannot cater for all contexts and possible outcomes.**

The answers provided by the learner will vary due to a number of factors, including:

- the **learner's** personal and work-related experiences
- the situations and strategies presented by the trainer
- **the learner's or trainer's** interpretation of the activity
- the type of organisation, work practices, processes and systems encountered by the learner.

Talk with others

Discussion questions allow the learner to reflect more widely on what they have learned and their personal experiences. Discussion allows learners to apply their learning to a broader context and share responses to questions with others.

Assessment task 2: Case study

Instructions to the assessor

What is this assessment for?

Students' correct responses to the questions show that they have the required knowledge of the topics, including:

- Handling and despatching dangerous goods
- Resolving despatch problems

How do students do this assessment?

This is an open book task – students can use their learner guide, the internet, and other books and resources to assist if required.

Students must answer all 14 questions correctly for this task to be completed satisfactorily. The questions are divided into two (2) case studies.

Students must respond to the questions in the spaces provided.

Students must submit their answers to all questions.

You must advise students how to submit their responses if they are using a computer to type their answers.

What do students need to complete this assessment?

Students need access to the *Student assessment workbook* or learning management system to complete the questions.

Students need access to a learner guide, the internet and/or other resources.

What evidence needs to be submitted?

An assessment task cover sheet must be completed and submitted with this task.

The student will need to submit an answer to each question. This may be done by physically handing them in or sending them in electronically via email or online.

You will need to advise the student how they are to submit their responses.

Students should be advised to keep a copy of their submitted work.

When and where do students do the assessment task?

You must advise the students if the assessment is to be done in the classroom or at home.

Alternatively, assessment may take place at the student's workplace, in consultation with the assessor.

Case study 1: Handling and despatching dangerous goods (Questions 1–7)

Read the case study to answer the questions that follow. You can also watch the video provided to see how the situation may look in the workplace.



View this image online here:



<https://chilp.it/da7e51d>

You are a team leader at Warehouse Manufacturing Supplies. Your role involves planning and organising despatch operations, organising the storage, and despatch of stock and completing all required documentation.

You receive an urgent order from a customer for three different types of cleaning products:

- 2 x Diamond Shine Fresh N Clean Pre-soak Liquid
- 1x Diamond Shine Weather Guard Protectant Liquid
- 1 x MinDep Mineral Deposit Remover Liquid

Based on your knowledge of the product characteristics and the product label, you know that the MinDep liquid is a corrosive substance and is classified as a dangerous good. This means you must comply with the ADG Code relevant to storage, handling and despatch of this product. You follow your workplace procedures and check the safety data sheet (SDS). You note that this substance can cause

Formative mapping

TLIA3018 Organise despatch operations

The middle column in the following tables makes reference to the *Aspire Learner guide* content for this unit.

Unit of competency	Content	Activities
Element 1: Plan and organise despatch operations	n/a	n/a
1.1 Knowledge of product characteristics and workplace procedures are applied to stock analysis	2A Follow workplace procedures <ul style="list-style-type: none"> Product characteristics and stock analysis 	Activity 4: Q3
1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match product characteristics	2B Plan and monitor work tasks <ul style="list-style-type: none"> Identify resources to match product characteristics 2C Use equipment <ul style="list-style-type: none"> Follow manual-handling procedures Select and use manual-handling equipment 	Activity 6: Q1
1.3 Deadlines are scheduled to meet order requirements	2B Plan and monitor work tasks <ul style="list-style-type: none"> Schedule deadlines to meet order requirements 	
1.4 Work processes are planned to meet deadlines	2B Plan and monitor work tasks <ul style="list-style-type: none"> Plan work processes to meet deadlines 	
Element 2: Organise the storage and despatch of stock	n/a	n/a
2.1 Employees, equipment and storage areas are allocated and supervised	2B Plan and monitor work tasks <ul style="list-style-type: none"> Allocate and supervise workers 	Activity 5: Q3
2.2 Individuals are informed of work requirements and deadlines	2B Plan and monitor work tasks <ul style="list-style-type: none"> Inform team members of work requirements and deadlines 	Activity 5: Q4

Summative mapping

TLIA3018 Organise despatch operations

Unit of competency	Part A – Questions	Part B – Case study	Part C – Observation
Element 1: Plan and organise despatch operations	n/a	n/a	n/a
1.1 Knowledge of product characteristics and workplace procedures are applied to stock analysis		CS2	O4
1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match product characteristics		CS4	O5
1.3 Deadlines are scheduled to meet order requirements			O8
1.4 Work processes are planned to meet deadlines			O9
Element 2: Organise the storage and despatch of stock	n/a	n/a	n/a
2.1 Employees, equipment and storage areas are allocated and supervised		CS4	O10
2.2 Individuals are informed of work requirements and deadlines		CS5	O13
2.3 Work processes are monitored to ensure that human resources and equipment are maintained at productive levels in accordance with workplace procedures and work health and safety (WHS)/occupational health and safety (OHS) requirements		CS8	O11
2.4 Stock discrepancies are noted and reported in accordance with company procedures		CS13	O20
Element 3: Complete documentation	n/a	n/a	n/a

Assessment task 1: Questions

What is this assessment for?

Providing correct responses to the questions shows the assessor you have the required knowledge of the topics, including:

- Despatch operations
- Safety in the workplace

How to complete this assessment?

This is an open book task – you can use the learner guide, internet, and other books and resources to help you if required.

You must answer all 10 questions correctly for this task to be completed satisfactorily. The questions are divided into two (2) sections.

You must submit your answers either by completing the written workbook or by submitting them online. Your assessor will tell you how to submit your responses to this task.

What do you need to complete this assessment?

You need access to your learner guide, the internet and other resources.

What evidence do you need to submit?

You will need to submit your answers to your assessor, either by writing them in this workbook or electronically via email or online.

You must submit the completed assessment cover sheet.

Ensure you keep a copy of your submitted work.

When and where to do this assessment

This task may be done in the classroom or at home. Alternatively, it may be undertaken in your workplace in consultation with your employer.

Your assessor will tell you what to do and when your work should be completed and submitted by. You can record this in the assessment plan at the beginning of this workbook.

What if the assessment is not suitable for your needs?

If you are unable to respond to the questions in writing, your assessor may be able to provide you with an alternative method, such as asking you verbal questions. Discuss this with your assessor.

What happens if answers are not satisfactory?

If any of your responses are unsatisfactory, your assessor will give you feedback.

Question 6

Management and site operating systems are used when organising despatch operations.

Which of the following are reasons why management and site operating systems are used? Tick all that apply.

<input type="checkbox"/> a. To develop legislation and regulations for the industry
<input type="checkbox"/> b. To select the best transport methods to distribute and receive goods
<input type="checkbox"/> c. To organise resources and the flow of goods into and out of a warehouse
<input type="checkbox"/> d. To communicate information between multiple warehouse locations

Result	S <input type="checkbox"/>	U <input type="checkbox"/>
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Section 2: Safety in the workplace (Questions 7–10)

Question 7

All workers must comply with housekeeping standards, as well as WHS and environment protection procedures and guidelines.

Match the despatch operations procedures and guidelines on the left to the information on the right.

A. WHS procedures and guidelines relate to	a. using and disposing of chemicals.
B. Environment protection procedures and guidelines relate to	b. managing and maintaining areas or equipment to minimise safety risks on a daily basis.
C. Housekeeping standards and procedures relate to	c. undertaking manual-handling tasks.

Result	S <input type="checkbox"/>	U <input type="checkbox"/>
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Question 8

The site layout shows the activities that take place in different areas of the warehouse.

Which of the following statements about site layout and obstacles are correct?

Select yes or no for each one.

a. Knowing the site layout and obstacles can slow down the despatch process.	Yes/No
b. You can help emergency response services enter and access the site quickly and safely.	Yes/No
c. Exit doors, safety equipment and emergency exit routes are indicated on the layout.	Yes/No
d. Storage of dangerous goods and hazardous chemicals are shown.	Yes/No