

**Unit of Competency****Functional Area: Warehousing and Logistics**

Title	Carry out delivery operations
Code	105170L2
Range	This unit of competency is applicable to practitioners in the import and export industry. Practitioners should be capable of performing tasks concerning the delivery of goods.
Level	2
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of delivery operations <ul style="list-style-type: none"> <li>• Describe the procedure of delivery operations</li> <li>• Describe company policy and procedures</li> <li>• Describe workplace requirements and the relevant regulatory requirements to handle goods safely</li> </ul> </li> <li>2.1. Prepare to deliver goods <ul style="list-style-type: none"> <li>• Identify and collect goods from specific locations</li> <li>• Sort goods into the route order</li> <li>• Handle goods in a manner that minimises the risk of damage</li> <li>• Identify special items</li> <li>• Organise goods into bundles and keep in delivery sequence</li> <li>• Secure goods</li> </ul> </li> <li>2.2. Deliver goods to specific route <ul style="list-style-type: none"> <li>• Follow and apply established procedural guidelines when undertaking deliveries (e.g., check the goods quantity, marking, and conditions)</li> <li>• Deliver goods in specified sequence and in good condition</li> <li>• Complete deliveries according to agreed schedule</li> <li>• Keep goods secure to minimise risk of damage, loss, and theft</li> <li>• Deliver items requiring special treatment and complete relevant documents</li> <li>• Identify potential hazards associated with delivery</li> </ul> </li> <li>2.3. Report on delivery activities <ul style="list-style-type: none"> <li>• Process lost or damage shipments according to workplace procedures (e.g., record the details on the delivery receipt, and report to supervisors)</li> <li>• Complete documents and check the documents to ensure accuracy</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of identifying, collecting, and sorting goods</li> <li>• Capable of delivering goods and reporting on delivery activities</li> </ul>
Remark	This UoC is adapted from the Logistics UoC LOCUCT208A