Modification history

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 5.0.
Release 1	Initial release

AHCNSY302	Receive and dispatch nursery products
Application	This unit of competency describes the skills and knowledge required to select and collect nursery products for the purpose of dispatch, delivery or pick up by client, maintaining stock, and receiving products from suppliers. The unit applies to individuals who receive and dispatch nursery products under broad direction and take responsibility for their own work and for the quality of the work of others. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	Nil
Unit Sector	Nursery (NSY)

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Select product for an order	1.1 Select required materials and equipment 1.2 Select, fit and use personal protective equipment applicable to the task 1.3 Select product from stock batches to match order forms or customer request 1.4 Assist customers onsite with selection or direct to particular product or display area 1.5 Evaluate quality of product visually to ensure that it meets standard order requirements for quality 1.6 Block up stockholding areas for presentation 1.7 Monitor the amount of remaining product and retain information to inform other customers
2. Maintain the stock inventory	2.1 Collate orders in the sales or dispatch area 2.2 Check orders for product quality and quantity 2.3 Record electronic or manual outgoing sales records in the product inventory 2.4 Adjust inventory quantity of nursery stock available for sale
3. Prepare for dispatch or delivery	3.1 Check product for correct labelling and replace incorrect labelling 3.2 Package product for delivery and presentation to the customer 3.3 Pack product into containers for ease of handling and to minimise damage to product 3.4 Assist delivery of product by loading and stacking product according to the configuration of the transportation vehicle 3.5 Check product quality at each stage in the delivery process 3.6 Maintain and tidy sales and dispatch areas and packing and packaging materials
4. Receive products	4.1 Check incoming product for quality and correct quantities 4.2 Transfer product to stock holding areas using correct manual handling techniques 4.3 Transfer incoming documentation, receipts of delivery and invoices to administration

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Interpret textual information from a range of sources to identify relevant and key information about workplace operations
Writing	• Use clear language, accurate industry terminology and logical structure to prepare nursery product sales records in the product inventory, and record incoming stock
Oral communication	• Use clear language with customer to assist with onsite product selection
Numeracy skills	• Match stock batch quantities to order forms • Confirm and record product quantities and sales records

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCNSY302 Receive and dispatch nursery products Release 2	AHCNSY302 Receive and dispatch nursery products Release 1	Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

TITLE	Assessment requirements for AHCNSY302 Receive and dispatch nursery products

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has received and dispatched nursery products on at least three occasions and has:
- applied workplace health and safety requirements
- evaluated product quality
- interpreted order forms
- maintained product sales in the inventory records
- met customer service requirements
- monitored and carried out product dispatch, delivery and receipt processes
- selected product for order requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:
- workplace requirements applicable to health and safety in the workplace for receiving and dispatching nursery products
- principles and practices of receiving and despatching nursery products, including:
  - best practice guidelines for nursery hygiene
  - common sources of cross contamination from transport vehicles
  - environmental controls necessary for transporting plants
  - quality standards for the packing, packaging and labelling of products
  - quarantine policies and relevant quarantine legislation
  - stock control procedures.

Assessment Conditions

Assessment of skills must take place under the following conditions:
- physical conditions:
  - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - nursery plants and products
  - nursery plant and product receipt and dispatch materials and equipment
  - personal protective equipment applicable to nursery plant and product receipt and dispatch
- specifications:
  - workplace requirements applicable to health and safety in the workplace for receiving and dispatching nursery products
  - work instructions and workplace procedures for receiving and dispatching nursery products
- relationships:
  - customers
- timeframes:
  - according to job requirements.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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