CCSMP50
Identify and communicate the process for receipt and dispatch of goods in a music publishing organisation

Overview

This unit is about developing an understanding of the procedures related to the warehousing/storing music for sale or hire by your organisation. You are required to be able to understand and articulate the procedures related to receiving goods into storage and then for dispatching them to fulfil orders. This unit will involve you communicating with those involved in the storage and dispatch procedures in order that you can gain an understanding of the processes and procedures involved.

See also MP16 Take and process orders for printed music

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Performance criteria

You must be able to:

P1   identify and communicate the process for receipt of goods into storage including:

    P1.1 where your organisation stores the goods that are available for sale or hire

    P1.2 the types of goods held in storage and how the way in which they are stored can affect their condition

    P1.3 processes in place to monitor and maintain the safety and quality of the goods

    P1.4 information relating to the correct handling methods and moving equipment

    P1.5 any health, safety, and security issues relating to the goods in storage

    P1.6 processes of receiving and checking the receipt of stock

P2   deal with issues relating to the dispatch of goods including:

    P2.1 how to check that the goods and quantities being dispatched are accurate

    P2.2 why it is important to ensure the area used to dispatch the goods is clean and clear of obstructions and hazards

    P2.3 what records are kept in relation to the dispatch of goods

    P2.4 Freight options

    P2.5 Processes for packing and protecting stock

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Knowledge and understanding

You need to know and understand:

K1 where your organisation stores goods
K2 types of goods being stored
K3 how to obtain information relating to the goods to be stored
K4 the importance of preparation of storage areas, including cleaning, tidying, and clearing obstructions
K5 storage conditions relating to the different types of goods
K6 the types of equipment and facilities that may be required for the storage of goods
K7 handling methods for different types of goods
K8 the transport and delivery process for different types of goods
K9 health, safety, and security issues relevant to the storage of goods
K10 how to use and update stock control systems
K11 sources and types of information on the goods being dispatched
K12 characteristics and special requirements of the goods being dispatched
K13 health, safety, and security issues relevant to the dispatch of goods
K14 operational and organisational procedures relevant to the goods being dispatched
K15 the equipment and facilities required in the dispatch area
K16 methods of safely loading vehicles
K17 types of problem arising from dispatching goods
K18 freight methods including costs, speed and benefits of alternatives

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