



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme: Dispatch Clerk – DC is an NQF level 3 occupational programme for individuals dispatching stock in Distribution Centres (DCs) and warehouses.

It covers knowledge and practical skills in dispatching stock, transferring stock to stores and returning stock to suppliers and customers according to organisational procedures and policies. By the end of the programme delegates will be able to plan cost effective delivery routes, prepare goods for dispatch, load delivery vehicles, prevent shrinkage and loss, implement security procedures and maintain the efficiency of the supply chain.

The programme can be used to articulate into the NC: Wholesale and Retail Distribution at NQF level 2.

Target Audience

The skills programme is aimed primarily at individuals working as clerks in the dispatch, transfer and return of goods in warehouses and DCs.

Entry Requirements

- Competence in Numeracy and Literacy at ABET level 4.

Additional Requirements

- You will need access to appropriate workplace activities to complete the practical components of the skills programme.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

Wholesale & Retail

Dispatch Clerk DC

W&RSETA Statement of Results

SP ID:	27/SP-432102/Dis3/00246
NQF Level:	3
Credits:	12

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Dispatch and Receiving Clerk (Dispatch Clerk DC), you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will be able to:

- Plan the most cost effective route for delivery.
- Explain organisational lines of communication in the case of breakdowns or delays.
- Identify holding areas and loading and collection points for dispatch according to organisational procedures, delivery schedules and received orders.
- Mark stock and containers and check against documentation.
- Load delivery vehicles according to legislation and procedures.
- Prevent shrinkage and losses in a dispatch area.
- Explain how to handle breaches in security according to policies and procedures.
- Explain the supply chain and stock flow.



Course Content

SP: Dispatch Clerk - DC
Accreditation Body: W&RSETA

| SETA SP ID: 27/SP-432102/Dis3/00246
| NQF Level: 3 | Credits: 12

Module 1: Plan the most Cost Effective Route to Deliver Products

- Check the cost effectiveness of a dispatch prior to dispatch
- Plan delivery routes in a cost effective manner, based on grouped deliveries
- Explain the lines of communication in the case of a breakdown or delay

Module 2: Prepare Goods for Dispatch

- Identify holding and loading areas and collection points according to organisational procedures
- Allocate assembled orders to load points according to delivery schedules and orders received
- Pack stock for despatch according to organisational requirements and the characteristics of the stock
- Tag or mark stock and containers with destination identification
- Check stock against documentation

Module 3: Load Delivery Vehicles

- Load vehicles according to legislative and organisational requirements
- Load goods in the appropriate sequence according to delivery route
- Create and check despatch documents according to stock being loaded and the systems of the organisation

Module 4: Prevent Shrinkage and Losses in a Dispatching Area

- Explain the concept of shrinkage and how it impacts on an organisation
- Explain the ways that shrinkage and losses occur in relation to despatching stock
- Implement shrinkage and loss prevention measures in a despatch area
- Explain a document trail
- Report breaches in security to relevant parties, following organisational policies and procedures
- Move stock from a despatch area to prevent shrinkage and losses
- Ensure work area, stationery and equipment meet housekeeping standards

Module 5: Maintain the Efficiency of the Supply Chain

- Explain the impact and functioning of the supply chain as it applies to an organisation.
- Explain stock flow through an organisation or business
- Maintain stock records to ensure the efficiency of the supply chain



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