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# Before you begin

This learner guide is based on the unit of competency *Consolidate manifest documentation*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: [www.training.gov.au](http://www.training.gov.au).

## How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a>
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summary	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember.</p> <p>There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>





## Topic 1 | What you need to know about consolidating manifest documentation

*A manifest document, sometimes called a cargo manifest, describes the contents of a package and the shipping requirements.*

This is especially important when goods need to be transported through customs, because customs officials need to know what is inside the package. Some restricted items may put a country or state/territory at risk. Packages containing dangerous goods need accurate manifest documents to ensure the packages and the goods are correctly handled.

Manifest documents must be prepared and completed according to legislative requirements, regulations and workplace procedures. You must ensure that all the required information is included and accurate.

**In this topic you will learn about:**

**1A** Workplace procedures

**1B** Information you need



## Activity 1

### Question 1

What are workplace procedures?

### Question 2

Circle the correct answer.

Accuracy is important when completing manifests. Inaccuracies can lead to workplace errors, which can cause safety issues, damage to goods and loss of productivity.

\* True

\* False

### Question 3

Circle the correct ending to complete the sentence.

Standard operating procedures (SOPs) for document control explain

\* what must be included in the manifest.

\* PPE that must be used.

Here are examples of types of documentation.

### Dangerous goods declaration

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This describes dangerous goods according to class and the Australian Dangerous Goods (ADG) Code.

### Licence applications

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These confirm operator licence requirements, such as a heavy goods vehicle licence.

### Permit for transporting goods

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This includes temporary or permanent permits for transporting goods such as dangerous goods, or driving heavy vehicles.

### Pre-delivery advice

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This advises about handling requirements related to dangerous goods, safety of goods and safety of operators.

### Shipping letter of instruction

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This includes handling requirements, supplier and manufacturer instructions, ADG Code, customs declaration and delivery address.



*Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.*

## Workplace example for Topic 1

Asha works for the National Transport Company. She has to consolidate documentation for goods containing explosives which are being transported by truck from Brisbane to Darwin. She consults the workplace procedures for consolidating manifests. She needs to obtain the dangerous goods declaration, the pre-delivery advice, the picking sheet, the shipping and handling advice, and the consignment note. She makes contact with other personnel to collect and check all the information she needs.

Asha then consults the workplace SOP document for details of the workplace document control procedures. She finds that she is missing the driver's permit for transporting dangerous goods. She phones her supervisor, Doug, who contacts the driver. The driver emails a copy of his permit and Asha enters it into the electronic system. She prints a barcode label with the identification code and the manifest code, as well as a Class 1 dangerous goods code label and a copy of the manifest. She attaches the label onto the package and prints a second copy of the manifest for the driver to carry on board.



## 2A Interpret and use information

*Once you have sourced information, you need to interpret it for relevance to the goods being transported.*



Information is sourced from key documentation and personnel. Use workplace procedures or a workplace checklist to ensure that you have consulted all relevant sources and obtained all of the information needed to consolidate the manifest.

Look for gaps in the information. Look for inconsistencies. For instance, you may notice that the identification code on the package does not match the code on the electronic goods register. You may see that a dangerous goods class label is missing. Speak to your supervisor about any missing or incorrect information.

## Read and interpret information

*You need to interpret the information you obtain so you can ensure that it is documented appropriately in the manifest.*

The complexity and breadth of information required to transport goods will depend on which goods are being transported, and the legislative and regulation requirements associated with those particular goods.

Checking information and instructions carefully means that mistakes are not made. The documentation will be accurate and completed correctly so there will be no delays.







### ***Example SOP for consolidating manifest documentation***

#### **Step 1**

##### **Identify goods being transported**

Identify what types of goods are being transported and any specific handling requirements. Do the goods contain dangerous substances? Do they contain restricted materials? What quantity, weight and size are the goods being transported?

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#### **Step 2**

##### **Identify where goods are being transported**

Use consignment notices to identify where the goods are being transported. If they are being transported interstate or internationally, check the relevant legislative and regulation requirements. Ensure that the delivery address is included in manifest documentation.

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#### **Step 3**

##### **Identify which documentation must be included**

Documentation that may need to be included could be:

- picking sheets
  - dangerous goods declaration
  - customs declaration
  - pre-delivery advice
  - shipping instructions.
- 

#### **Step 4**

##### **Use correct system for entering data**

Enter data using the appropriate system for entering that data. You may be required to enter information into integrated transport software. Ensure that all fields are complete, and all information is saved, before printing and closing documents. Electronic systems will be password protected.

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#### **Step 5**

##### **Print relevant documents**

Ensure that copies of all relevant documents are given to the transport operator, customs officer and dangerous goods officer. The consignee also needs a copy of relevant documents. Maintain a master copy in workplace files.

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#### **Step 6**

##### **Check for discrepancies**

Review information before the goods are transported. All documents must be accurate, complete and consistent. Respond to any missing information or errors before goods are transported.

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#### **Step 7**

##### **Obtain authorisation**

Your supervisor should sign your documentation before the goods are sent.





## Summary of Topic 2

1. Information is sourced from key documentation and personnel. Use SOPs or a workplace checklist to ensure that you have consulted relevant sources and obtained the information you need to consolidate a manifest.
2. The complexity and breadth of information required to transport goods will depend on which goods are being transported, and the legislative and regulation requirements associated with those particular goods. Seek clarification from your supervisor about interpreting information correctly, to ensure that the information is used appropriately and manifests are completed accurately.
3. You should always check the procedures you need to follow before completing documentation. If in doubt about a process, ask your supervisor.
4. Follow the SOPs step by step. However, some documentation should be prioritised. For example, dangerous goods declarations have priority when consolidating manifests for dangerous goods.
5. Work collaboratively with others when obtaining information to include in documentation and confirming how to complete manifests.
6. Problems may occur when consolidating manifests. These may relate to missing information, incorrect information or missing documentation. Incorrect or missing documentation may have legal implications. The faster that you respond to the problem, the faster that the documentation can be consolidated accurately and the delivery can be made on time.
7. If a problem occurs, it needs to be fixed, and reported, according to organisational requirements. Reports are necessary for legal purposes.
8. Good planning involves recognising potential problems before they occur and making suitable contingency plans. These may be developed by your team and written as SOPs. Identify the appropriate contingency plan in response to the particular problem and implement it promptly so that transport schedules are maintained.
9. Sometimes conditions change and activities need to be modified. Ensure that the modifications you make are in line with organisational requirements.
10. Ensure that you have completed all documents required for a manifest, in accordance with workplace and legislative procedures.

You can access a copy of this table via this link.

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