



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Distribution Centre Stock Dispatch Procedures Training

Services / Wholesale and Retail

Unit Standard 117891 · NQF Level 3 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the skills and knowledge required to efficiently manage stock dispatch procedures in a distribution centre. It covers the entire dispatch process, from order picking to loading and documentation, ensuring accuracy and compliance with organisational standards. The training aims to improve productivity, reduce errors, and enhance customer satisfaction through streamlined dispatch operations.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	117891
Accreditation	SAQA Accredited · NQF Level 3 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply correct procedures for order picking, packing, and loading to ensure accurate dispatch.
- Demonstrate the use of dispatch documentation, including picking slips, delivery notes, and invoices.
- Analyze dispatch processes to identify potential bottlenecks and implement improvements.
- Evaluate stock control systems and their role in efficient dispatch operations.
- Implement safety and security measures during the dispatch process to prevent loss or damage.
- Demonstrate effective communication with transport providers and internal stakeholders.

WHO SHOULD ATTEND

- This course is designed for warehouse and distribution centre staff, including dispatchers, team leaders, and supervisors, who are responsible for the accurate and timely dispatch of stock.
- It is also suitable for new employees entering the logistics field.

COURSE OUTLINE

Day 1: Introduction to Distribution Centre Operations and Stock Dispatch

- Overview of distribution centre functions.
- The supply chain and the place of dispatch.
- Key performance indicators in dispatch.
- Introduction to Unit Standard 117891.
- Legal requirements: OHS Act, labour regulations.
- Ethical considerations in stock handling.
- Roles and responsibilities in the dispatch team.
- Basic terminology: picking, packing, loading, dispatch.

Day 2: Stock Control and Inventory Management Principles

- Inventory types and stock rotation.
- Cycle counting and stocktaking basics.
- FIFO vs FEFO: application in dispatch.
- Stock discrepancies: overages, shortages, damages.
- Documentation: bin cards, stock sheets, transfer notes.
- Importance of accurate record-keeping.
- Introduction to warehouse management systems (WMS).
- Communication with inventory control.

Day 3: Order Picking and Packing Procedures

- Picking methods: zone, wave, batch, piece.
- Pick-to-light, voice, and RF scanning technologies.
- Packing materials and equipment.
- Packaging for different product types.
- Labelling requirements: barcodes, shipping labels.
- Quality checks during packing.
- Handling special items: fragile, hazardous, perishable.
- Error prevention techniques.

Day 4: Dispatch Documentation and Systems

- Key dispatch documents: picking list, packing slip, delivery note, waybill.
- Invoice and proof of delivery.
- Data entry in WMS: order confirmation, dispatch updates.
- Barcode scanning and RFID in dispatch.
- Document flow and filing.
- Common documentation errors and corrections.
- Electronic data interchange (EDI) basics.
- Record retention requirements.

Day 5: Loading and Transportation Coordination

- Loading bay safety and procedures.
- Loading sequence: weight distribution, stacking.
- Use of loading equipment: forklifts, pallet jacks, dock levellers.
- Securing loads: straps, shrink wrap, dunnage.
- Vehicle types: trucks, vans, containers.

- Transport scheduling and dispatch timing.
- Driver check-in and check-out procedures.
- Compliance: road traffic regulations, load limits.

Day 6: Quality Assurance and Returns Processing

- Pre-dispatch quality inspection checklist.
- Identifying damages, defects, and expiry.
- Quarantine procedures for non-conforming goods.
- Returns process: authorization, inspection, credit.
- Reverse logistics flow.
- Documentation: return merchandise authorization (RMA), credit notes.
- Root cause analysis of returns.
- Continuous improvement in dispatch quality.

Day 7: Health, Safety, and Security in Dispatch

- Hazard identification: moving equipment, manual handling, slips.
- Risk assessment and control measures.
- Safety rules for forklifts and other machinery.
- Manual handling techniques.
- PPE: gloves, safety shoes, hi-vis vests.
- Security protocols: access control, CCTV, stock checks.
- Theft prevention and reporting.
- Emergency procedures: fire, spill, first aid.

Day 8: Performance Measurement and Process Improvement

- Key performance indicators: accuracy, timeliness, productivity.
- Data collection and reporting.
- Lean principles: 5S, Kaizen, value stream mapping.
- Waste identification: overprocessing, waiting, defects.
- Root cause analysis: 5 Whys, fishbone diagram.
- Standard operating procedures (SOPs) and updates.
- Team communication and feedback.
- Setting personal and team improvement targets.

Day 9: Integration, Assessment, and Practical Application

- Simulated dispatch scenario: order to loading.
- Practical exercises: picking, packing, documentation, loading.
- Assessment of key tasks against unit standard criteria.
- Feedback and coaching.
- Review of learning outcomes.
- Action plan for workplace implementation.
- Final Q&A session.
- Course evaluation and certification information.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	13 Aug 2026	On-Campus	Mauritius
04 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	17 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	18 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	19 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	20 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117891) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa

Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aatid.co.za · www.aatid.co.za