



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSALR301A Handle receipt and despatch of information**

**Release: 1**

## **Modification History**

Not Available

## INTRODUCTION

This Unit covers receiving and distributing incoming mail and collecting and despatching outgoing mail. It also covers collating and despatching bulk mail according to Australia Post and AUSDOC specifications.

This unit has been adapted from BSAINF201B: Handle mail to facilitate information flow.

This unit can be assessed alone or in combination with other units making up a job role.

### Element of Competency

### Performance Criteria

Receive and distribute incoming mail

- Incoming mail is checked and registered to ensure accuracy of records
- Court documents are processed according to the firm's procedures
- Original documents are processed according to the firm's procedures
- Served documents are processed according to the firm's procedures
- Titles and locations of company personnel and departments are identified and understood
- Urgent and confidential mail is identified and distributed to the addressee promptly
- Mail is sorted and despatched to the nominated person/location
- Damaged, suspicious or missing items are recorded and where necessary reported promptly

Receive and despatch outgoing mail

- Outgoing mail is collected from each section of the firm, checked and sorted to ensure all items are correctly prepared for despatch
- The most appropriate method of delivery is determined and appropriate envelopes are selected and addressed correctly
- Outgoing mail is processed correctly
- Mail is recorded in register
- Mail is sorted according to carrier
- Mail is despatched using the most appropriate delivery method
- Mail is despatched to meet designated timelines

Collate and despatch documents for bulk

- Quantities/resources/time to complete bulk mailing of documents estimated correctly
- Documents are collated as required

## mailing

- Envelopes are sorted and batched in accordance with specifications
- Where appropriate, AUSDOC bulk mail interstate satchels are employed
- Numerical information is self-checked
- Batched items are lodged in time for delivery by relevant carrier

## Organise urgent and same day deliveries

- Items for urgent delivery are weighed, packaged and addressed
- Cheapest and best option for delivery is determined and selected
- Follow-up is made if necessary

## RANGE OF VARIABLES

Register of incoming mail may include:

- mailbook
- electronic register
- diary

The firm's policies and procedures may include:

- security procedures
- mail register
- confidential mail procedures
- delivery/despatch of urgent mail

Processing original documents may include:

- attaching the date to the document
- attaching file matter number to the document

Processing of court documents may include:

- court documentation register
- attaching the date to the document
- compliance with relevant court regulations

Processing of served documents may include:

- following relevant court process regarding serving regulations

Appropriate mail delivery method may include:

- Australia Post
- AUSDOC
- certified and registered mail
- express post
- airmail
- courier
- hand delivery

Appropriate envelopes and addressing of mail will differ according to:

- carrier requirements
  - Australia Post
  - AUSDOC
  - hand delivery

Processing outgoing mail may include:

- registering sender, destination and contents
- registering date despatched
- registering method of despatch

- registering despatch receipt if appropriate
  - registering receipt and receiver of mail if hand delivered
  - making copies of documents as instructed
  - collating documents as instructed
- Document collation requirement may relate to:
- specific court requirements:
    - colour of paper
    - number of copies
  - multiple recipients of same documents
  - order of collation
  - method of binding, attaching multiple documents
- Timelines may differ according to:
- despatch method
  - court requirements
- Bulk mail batching requirements may differ according to:
- Australia Post sorting specifications
  - AUSDOC sorting specifications
  - number/weight of items
  - destination of items
- Urgent and same day deliveries may require:
- courier selection:
    - location of receiver
    - urgency of delivery
  - email
  - facsimiles
- Follow-up may include:
- ensuring mail is delivered to receiver
  - providing proof of despatch

## EVIDENCE GUIDE

Critical Aspects:	<ul style="list-style-type: none"><li>• a firm's policies and procedures are understood and followed</li><li>• instructing legal practitioner is kept up to date with activities, actions and outcomes</li><li>• incoming mail is registered accurately</li><li>• court, original and served documents are processed appropriately</li><li>• incoming mail, including urgent and confidential items, is distributed to correct personnel within accepted timelines</li><li>• damaged, suspicious or missing items are dealt with according to a firm's processes and procedures</li><li>• regulations regarding process serving are followed where necessary</li><li>• outgoing mail is collected within accepted timelines</li><li>• outgoing mail is registered appropriately and prepared for despatch according to delivery and carrier requirements, including appropriate mail style, envelopes and delivery method</li><li>• documents are collated to meet delivery and recipient's requirements</li><li>• bulk mail is prepared in accordance with carrier's requirements including minimum number of items</li><li>• urgent and same day deliveries are arranged to meet delivery requirements, taking into account location of recipient</li><li>• all details, including addresses, numerical information, spelling and contents of mail are checked for accuracy</li><li>• AUSDOC mail is addressed correctly and deposited in correct boxes</li><li>• any problems are identified and clarification is sought from designated persons if unable to resolve problem appropriately</li><li>• outgoing mail is despatched in time to meet carrier's delivery schedule</li></ul>
Resource implications:	<p>The assessor must have access to appropriate documentation and resources normally found in the work environment and required to allow the job or task to be properly performed. These may include:</p> <ul style="list-style-type: none"><li>• appropriate legislation and regulations relevant to assisting clients, conducting searches and using trust account money</li><li>• workplace manuals and reference materials such as company policy, procedural manuals and checklists</li><li>• sample search forms from a variety of agencies</li><li>• appropriate technology such as computers with relevant software and connections</li></ul>
Consistency in performance:	<p>This unit of competency will require evidence to be collected across a range of events, eg. dealing with different organisational requirements,</p>

and over a period of time to ensure that situational variables are consistently achieved.



**Context of assessment:**

**Evidence of competency can be met in different situations, including:**

- on the job assessment
- off the job assessment
- placement in an enterprise
- participation in a New Apprenticeship (traineeship) arrangement
- use of a Practice Firm or simulated work environment
- flexible delivery methods used by training providers to cater for distance education students
- Recognition of Prior Learning, Recognition of Current Competencies (in skill areas where there has been no significant change to work practice in recent times).

**Evidence gathering methods may include:**

- workplace performance
- role-play
- simulation
- projects/assignments
- third party reports

**Underpinning knowledge and skills****Knowledge**

- firm's policies and procedures required across the full range of tasks covered
- the roles and locations of a firm's personnel
- Australia Post's batching specifications
- courier selection

**Skills**

- literacy: follows a firm's policies and procedures; records incoming and outgoing mail and checks for accuracy of address details
- numeracy: checks weights and addresses; records items; sorts and collates; estimates time for mail despatches and bulk mailouts
- communication: listens to clear sequenced instructions of several steps to complete task; participates effectively in spoken interactions in order to convey actions and outcomes; consults and questions supervisor and peers to clarify status of mail/documents; gives oral instructions to peers, eg. where to locate mail
- problem solving: chooses appropriate delivery method for mail/court documents

## KEY COMPETENCIES

### Utilisation of the Key Competencies required in the performance of this unit

Communicating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathematical ideas and techniques	Solving problems	Using technology
2	2	2	2	1	2	2

### Performance levels:

Level 1	Level 2	Level 3
<ul style="list-style-type: none"> <li>carries out established processes</li> <li>makes judgements of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>manages processes</li> <li>selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>establishes principles and processes</li> <li>evaluates and reshapes processes</li> <li>establishes criteria for evaluation of processes</li> </ul>