



Australian Government

Department of Education, Employment and Workplace Relations

TLIA2045A Process international parcels and letters

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to prepare and process international parcels and letters for both air and surface movement in accordance with workplace requirements. The process includes all actions after receipt of parcels from the dock to delivery to the consolidation/despatch area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of international parcels and letters as part of work activities in the postal and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare to process international parcels and mail

- 1.1 Individual and work team priorities and responsibilities are identified and confirmed
- 1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
- 1.3 The availability of parcels and mail for processing is identified and confirmed
- 1.4 Parcels and mail received from streaming are segregated into airmail, economy air and surface categories
- 1.5 Mail and parcels are weighed prior to processing

2 Process air mail parcels and letters

- 2.1 Internal operating procedures and standards are applied to the sorting of parcels and mail
- 2.2 Parcels are handled safely to minimise risk of injury to people and damage to parcels and mail
- 2.3 Airmail parcels are quarantined for the stipulated period
- 2.4 Parcels and mail are sorted accurately and correctly by nation, in compliance with established priorities
- 2.5 Parcels and mail are documented and placed in appropriate containers
- 2.6 Completed bags are weighed and labels are generated and scanned
- 2.7 Containers of parcels are moved to the consolidation/despatch area
- 2.8 Excess equipment is removed and work area is prepared for next activity/shift
- 2.9 International parcels and mail processes and surveys are conducted as required
- 2.10 Mail and parcels incorrectly classified and non-conforming items are identified, separated and re-sorted

3 Process economy air surface parcels

- 3.1 Internal operating procedures and standards are applied to the sorting of parcels and mail
- 3.2 Economy air and surface parcels and mail are held in temporary storage for the service standard time
- 3.3 Parcels and mail are scanned and sorted accurately and correctly by nation in compliance with established practices
- 3.4 Parcels and mail are documented and placed in containers
- 3.5 Containers of parcels and mail are moved to the consolidation/despatch area using correct shifting equipment and labels
- 3.6 Excess equipment is removed and work area is prepared for

ELEMENT**PERFORMANCE CRITERIA**

next activity/shift

3.7 Information required to complete record of mail and parcels is provided and recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of international parcels and letters
- Focus of operation of work systems, equipment, management and site operating systems for the processing of international parcels and letters
- Problems that may occur when processing international parcels and letters and appropriate action that can be taken to resolve/avoid the problems
- Requirements of international parcels processing systems, operations and relevant equipment
- Safety and security hazards that may occur during the processing of international parcels and letters and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when processing international parcels and letters
- Read and interpret instructions, procedures and labels relevant to the processing of international parcels and letters
- Complete documentation related to the processing of international parcels and letters
- Work collaboratively with others when processing international parcels and letters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when processing international parcels and letters in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when processing international parcels and letters

Required skills:

- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to mail or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when processing international parcels and letters

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is

EVIDENCE GUIDE

	required to:
	• relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests • Practical assessment must occur: • through activities in an appropriately simulated environment at the registered training organisation, and/or • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	• in a range of work environments • by day or night
Workplaces may comprise:	• large, medium or small worksites
Facilities may be:	• within an airport environment
Customers may be:	• external (including international) or internal
Hazards may include:	• vehicular traffic and pedestrians • dust and vapours • hazardous or dangerous materials • humidity, air temperature • lighting conditions • machinery/equipment moving parts • noise • insects
Weighing devices may be:	• mechanical • automated

RANGE STATEMENT

Work priorities may be communicated through:	• weighbridge • briefings • noticeboards • announcements
Equipment may include:	• aircraft load containers (e.g. igloos, bags, cans) • strapping machine • sorting frames/shelves • bins • unit load device (ULD) • wheeled unit load device (WULD) • hoists • tubs • stillages • flat trolleys • bag racks • mechanical handling equipment • mechanical moving equipment • ergonomic chairs • computer equipment • king fishers • plastic and cardboard mail trays
Personal protective equipment may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Communication in the work area may include:	• phone • fax • email • electronic data transfer (EDI) • RF systems • radio • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents may	• workplace policies, operating procedures and practices

RANGE STATEMENT

include:

- Management Operating System (MOS)
- Management Information System (MIS)
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine/equipment operations manuals
- air and surface movement schedules
- international aviation codes (IATA)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock