



Australian Government

Assessment Requirements for BSBINM303 Handle receipt and despatch of information

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- register and distribute incoming mail in accordance with firm's policies and procedures, promptly and accurately
- despatch and register outgoing mail in accordance with firm's policies and procedures and carrier's requirements and relevant legislation
- check all details routinely, including addresses, numerical information, spelling and contents of mail for accuracy
- seek clarification from designated person/s and apply correct addressing protocols for despatch with a range of carriers
- apply the principles of legal practitioner/support, responsibilities and obligations for despatch of information.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe accepted codes of conduct related to duty of care, privacy and confidentiality, and compliance with reasonable direction
- outline criteria for courier selection
- identify and describe organisation's policies and procedures as they apply to despatch
- list roles and locations of a firm's personnel
- describe scope of mail and document handling support role.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:

- a real or simulated work environment
- typical samples of mail and documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>