



Australian Government

Department of Education, Employment and Workplace Relations

BSBINM303A Handle receipt and despatch of information

Revision Number: 1

BSBINM303A Handle receipt and despatch of information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail. It also covers collating and despatching bulk mail according to Australia Post and AUSDOC specifications.
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Application of the Unit

Application of the unit	This unit applies to individuals who, while under supervision, provide services to support legal practitioners. All aspects of legal practice may be subject to a range of legislation, rules, regulations and/or codes of practice relevant to different job roles and jurisdictions.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Receive and distribute incoming mail	1.1. Check and register incoming mail to ensure accuracy of records 1.2. Process court documents according to firm's policies and procedures 1.3. Process original documents according to the firm's policies and procedures 1.4. Process served documents according to the firm's policies and procedures 1.5. Identify and ensure understanding of titles and locations of company personnel and departments 1.6. Identify and promptly distribute urgent and confidential mail to the addressee 1.7. Sort mail and despatch to the nominated person/location 1.8. Record damaged, suspicious or missing items and report promptly where necessary
2. Receive and despatch outgoing mail	2.1. Collect outgoing mail from each section of the firm, check and sort all items to ensure they are correctly prepared for despatch 2.2. Determine the most appropriate delivery method and select appropriate envelopes and address correctly 2.3. Process outgoing mail correctly 2.4. Record mail in register 2.5. Sort mail according to carrier 2.6. Despatch mail using the most appropriate delivery method 2.7. Despatch mail to meet designated time lines
3. Collate and despatch documents for bulk mailing	3.1. Estimate quantities/resources/time to complete bulk mailing of documents correctly 3.2. Collate documents as required 3.3. Sort envelopes and batch in accordance with specifications 3.4. Employ AUSDOC bulk mail interstate satchels where appropriate 3.5. Self-check numerical information 3.6. Lodge batched items in time for delivery by relevant carrier
4. Organise urgent and same day deliveries	4.1. Weigh, package and address items for urgent delivery

ELEMENT	PERFORMANCE CRITERIA
	4.2. Determine and select cheapest and <i>best option</i> for urgent delivery 4.3. Make <i>follow-up</i> if necessary

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to listen to sequenced instructions of several steps to complete task; to participate effectively in spoken interactions in order to convey actions and outcomes; to consult and question supervisor and peers to clarify status of mail/documents; and to give oral instructions to peers, e.g. about where to locate mail
- literacy skills to follow a firm's policies and procedures; to record incoming and outgoing mail; and to check for accuracy of address details
- numeracy skills to check, weigh and address outgoing mail; to record, sort and collate incoming mail; and to estimate time for mail despatches and bulk mailouts
- problem-solving skills to choose the appropriate delivery method for mail/court documents.

Required knowledge

- accepted codes of conduct including those relating to:
- duty of care
- ethical behaviour
- compliance with reasonable direction
- conflict of interest
- privacy and confidentiality
- use of company property
- non-discriminatory practice
- Australia Post's batching specifications
- criteria for courier selection
- firm's policies and procedures
- roles and locations of a firm's personnel
- scope of legal practitioner/support role, and own responsibilities and obligations to provide legal advice, to complete or sign off on legal work and/or to appear in court as described by relevant jurisdiction/s.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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

Evidence of the following is essential:

- accurately and promptly registering and distributing incoming mail in accordance with firm's policies and procedures
- consistently despatching and registering and outgoing mail in accordance with firm's policies and procedures, carrier's requirements and relevant legislation
- routinely checking all details, including addresses, numerical information, spelling and contents of mail for accuracy; proactively seeking clarification from designated person/s and applying correct addressing protocols for despatch with a range of carriers
- knowledge of scope of legal practitioner/support role, and own responsibilities and obligations.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- evidence of accurately and promptly registering incoming and outgoing mail in accordance with firm's policies and procedures, carriers requirements and relevant legislation
- evidence of consistently distributing incoming mail, including urgent and confidential items, to correct personnel within accepted timelines
- evidence of consistently dispatching outgoing mail in time to meet carrier's delivery schedule
- evidence of promptly arranging urgent and same day deliveries to meet delivery requirements, taking into account location of recipient
- evidence of routinely checking all details, including addresses, numerical information, spelling and contents of mail for accuracy and applying correct addressing protocols for dispatch with a range of carriers

EVIDENCE GUIDE	
	<ul style="list-style-type: none">evidence of proactively seeking clarification from designated person/s if unable to resolve any problem appropriately.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none">demonstration of techniquesdirect questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidatereview of workplace or training environment documentation outlining the processing of court documentsreview of documentation outlining the processing of outgoing mailtestimony from team members, colleagues, supervisors or managersoral or written questioning to assess knowledge of relevant legislation, rules, regulations, codes of practice and research resources.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none">other legal administration unitsBSBLEG301A Apply knowledge of the legal system to complete tasks.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Register</i> of incoming mail may include:	<ul style="list-style-type: none"> • diary • electronic register • mail book
<i>Processing court documents</i> may include:	<ul style="list-style-type: none"> • attaching the date to the document • attaching file matter number to the document • compliance with relevant court regulations • court documentation register
<i>Firm's policies and procedures</i> may include:	<ul style="list-style-type: none"> • confidential mail procedures • delivery/despatch of urgent mail • mail register • security procedures
<i>Processing original documents</i> may include:	<ul style="list-style-type: none"> • attaching file matter number to the document • attaching the date to the document
<i>Processing served documents</i> may include:	<ul style="list-style-type: none"> • following relevant court process regarding serving regulations
<i>Preparing</i> outgoing mail <i>for despatch</i> will differ according to:	<ul style="list-style-type: none"> • AUSDOC • Australia Post • carrier requirements • hand delivery
<i>Appropriate delivery method</i> for mail may include:	<ul style="list-style-type: none"> • airmail • AUSDOC • Australia Post • certified and registered mail • courier • express post • hand delivery
<i>Processing outgoing mail</i> may include:	<ul style="list-style-type: none"> • collating documents as instructed • making copies of documents as instructed • registering date despatched • registering despatch receipt if appropriate • registering method of despatch

RANGE STATEMENT	
	<ul style="list-style-type: none"> • registering receipt and receiver of mail if hand delivered • registering sender, destination and contents
<i>Time lines</i> may differ according to:	<ul style="list-style-type: none"> • court requirements • despatch method
Document <i>collation</i> may relate to:	<ul style="list-style-type: none"> • method of binding, attaching multiple documents • multiple recipients of same documents • order of collation • specific court requirements: <ul style="list-style-type: none"> • colour of paper • number of copies
<i>Specifications</i> may differ according to:	<ul style="list-style-type: none"> • AUSDOC sorting specifications • Australia Post sorting specifications • destination of items • number/weight of items
<i>Best option</i> for urgent delivery may include:	<ul style="list-style-type: none"> • courier • email • facsimile
<i>Follow-up</i> may include:	<ul style="list-style-type: none"> • ensuring mail is delivered to receiver • providing proof of despatch

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Knowledge Management - Information Management
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Co-requisite units

Co-requisite units		