



Australian Government

Department of Education, Employment and Workplace Relations

HLTMS204C Handle and move equipment, goods, mail and furniture

Release: 1

HLTMS204C Handle and move equipment, goods, mail and furniture

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to deal with the safe collection, handling, sorting, movement, portage and delivery of items to internal and external customers

Application of the Unit

Application

This competency unit applies to portering, courier and similar work roles

Work is often performed under limited supervision and generally within a team environment.

Individuals are accountable for their own results

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Sort *equipment, and goods* prior to movement

1.1 Logically sort items to facilitate collection and delivery

1.2 Keep sorting area clean and well organised to assist with collection and delivery procedures

2. Lift and move a range of equipment and goods

2.1 Follow *instructions* for lifting and moving

2.2 Correctly connect/disconnect equipment

2.3 Lift and move according to organisation and OHS procedures

2.4 Select appropriate routes for moving equipment

ELEMENT**PERFORMANCE CRITERIA**

3. Collect and deliver equipment and goods
- 3.1 Deliver equipment and goods requiring repair to either the workshop supervisor or service area
 - 3.2 Deliver equipment and goods according to instructions or delivery schedules
 - 3.3 Place delivered goods in required location and position
 - 3.4 Securely maintain and transport mail until delivery is completed
 - 3.5 Collect items for internal and external delivery, as specified
 - 3.6 Clean equipment and/or furniture before moving, if appropriate
 - 3.7 Return repaired equipment and/or furniture to relevant section

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Confidentiality policy in relation to mail
- Knowledge of delivery points
- Precautions for adverse weather conditions
- Relevant OHS legislation and infection control codes of practice, enterprise policies and procedures
- Roles and responsibilities relevant to manual handling equipment
- Route finding and delivery schedules
- Safety and environmental aspects related to workplace operation and manual handling,

REQUIRED SKILLS AND KNOWLEDGE

including workplace hazards

- Security procedures within the organisation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work in a safe manner and in accordance with organisation procedures
- Apply knowledge of routes, delivery and collection points
- Complete delivery schedules
- Demonstrate willingness to assist internal and external customers with delivery and collection requirements
- Work in a logical and organised manner

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Demonstrate correct use of personal protective equipment
- Demonstrate manual handling techniques
- Demonstrate range of mobility and transfer techniques as required by the enterprise and OHS policies
- Demonstrate safe operation of manual handling equipment.
- Maintain sorting and storage areas in a clean, tidy and well-organised state
- Use numeracy skills - the ability to complete basic arithmetic calculations such as addition, subtraction, multiplication, division and recording numbers
- Use oral communication skills - language competence required to fulfil job roles in a safe manner and specified by the organisation. Assessors should look for skills in asking questions, providing clear information, listening to and understanding workplace instructions, and clarifying workplace instructions when necessary. The organisation may require competence in English or community language, depending on client group
- Use problem solving skills eg the ability to use available resources efficiently and effectively
- Use reading and writing skills required to fulfil job roles in a safe manner and as specified by organisation, and which may range from the ability to understand symbols used in occupational health and safety signs, to reading workplace safety pamphlets or procedure manuals, to reading labels and handling chemicals such as cleaning fluids
- Literacy may be required in English or a community language and literacy support available in the workplace may range from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available

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, the Range Statement and the Assessment Guidelines for this Training Package.

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible
Acceptable simulation requires:
 - safe transport or equipment and/or transport
 - sorting of mail
- Resources essential for assessment include:
 - access to relevant workplace or appropriately simulated environment where assessment can take place
 - organisation mission statement, strategic and business plan
 - relevant policies and procedures manuals
- Other documentation relevant to the work context such as, organisation charts, floor plans, instructions for the use of equipment

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

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. Add any 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.

Equipment and goods may include:

- Equipment - general, electronic, computer, mechanical
- Beds and other ward furniture
- Furniture and stock
- Parcels, mail and boxes
- Fragile and sensitive items
- Confidential items eg x-rays, medical reports, documents
- Pathology specimens
- Items of a potentially hazardous nature eg chemicals

RANGE STATEMENT

Specific instruction may include but is not limited to:

- Specific instructions for lifting and moving may be received from key professional worker/s/supervisors

Handling and transporting goods may include:

- General equipment and furniture
- Equipment used in specialty areas
- Lifting and moving as well as storage procedures, and use of manual handling aids
- Collection and delivery

Unit Sector(s)

Not Applicable