Australian Government

Department of Education, Employment and Workplace Relations

SIRRPOS002A Handle mail received in a retail environment

Revision Number: 2

INDUSTRY
SKILLS
COUNCILS
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SIRRPOS002A Handle mail received in a retail environment

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required for receiving mail in a retail postal environment.

Application of the Unit

This unit applies to frontline service personnel. It requires the team member to consistently apply postal outlet policy and procedures, identifying customer requirements, suggesting optional mail services, and safely and securely handling processing and recording mail items received according to established guidelines to meet customer needs.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
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.
1. Accept mail in a retail environment.	1.1. Follow and apply *established laws, by laws and procedural guidelines* while receiving *mail*.
	1.2. Keep mail secure to minimise *risks to mail security*.
	1.3. Receive items requiring special treatment as specified and complete relevant documentation accurately and promptly.
	1.4. Explore *customer* requirements in relation to offering *optional mail services*.
	1.5. Conduct contact with customers courteously and in a manner that encourages customer loyalty.
2. Process mail received in a retail environment.	2.1. Process received mail according to postal enterprise *mail acceptance and processing procedures*.
	2.2. Check customer lodgement details and provide assistance as required to ensure accuracy.
	2.3. Check mail items in relation to article number, volume, weight, mode of transport and destination according to postal enterprise policy and procedures.
	2.4. Apply charges and process transaction according to postal enterprise policy and procedures for receiving cash or debiting customer account.
3. Record mail lodgement and receipt details.	3.1. Record details of mail lodgement and receipt according to postal enterprise policy and procedures and customer requirements.
	3.2. Finalise *mail lodgement and receipt details*, check for accuracy, and forward promptly to the appropriate person or destination.
	3.3. Provide customer with receipt according to postal enterprise policy and procedures.

Required Skills and Knowledge

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

Required skills

- literacy skills to:
    - interpret and apply postal enterprise work procedures
    - interpret and apply appropriate operational procedures and customer service standards for the receipt of mail in a retail postal environment
    - identify and use equipment, processes, systems and procedures
    - interpret and apply relevant agreements, codes of practice and other legislative requirements
- planning and initiative skills to manage own work, including predicting consequences and identifying improvements
- interpersonal skills to:
    - explore customer requirements in relation to offering optional mail service
    - check customer details and provide assistance to ensure accuracy through clear and direct communication
    - ask questions to identify and confirm requirements
    - use language and concepts appropriate to cultural differences
    - use and interpret non-verbal communication

Required knowledge

- postal enterprise policy and procedures in regard to:
    - mail acceptance procedures
    - mail processing in a retail environment
- relevant available product and service options
- relevant legislation and statutory requirements
- relevant Work Health and Safety (WHS) and environmental requirements
- impact of job on facility and team performance
- focus of work systems, equipment, management and operating systems

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 competency in this unit	Evidence of the following is essential: • locates, interprets and applies relevant information, which may include WHS and environmental requirements and postal enterprise operating procedures and policy • works effectively with others in the workplace • uses postal enterprise electronic systems for receipt of mail • uses appropriate methods to secure and present mail • defuses situations in which customers are aggressive • conveys information effectively in verbal and written form • maintains workplace records and documentation • provides effective and professional customer service • selects and uses appropriate workplace colloquial and technical language.

Context of and specific resources for assessment	Assessment must ensure access to:
	
	• a real or simulated work environment
	• relevant documentation, such as:
	    • mail items and associated documentation, including customer specifications
	    • charging guidelines.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • a role play • third-party reports from a supervisor • customer feedback • answers to questions about specific skills and knowledge • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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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. *Bold italicised* wording in the performance criteria is detailed below.

Established laws, ***by-laws and procedural guidelines*** may include:	- postal enterprise policy, operating procedures, systems and practices - postal regulations - customer service standards and procedures - quality assurance procedures - codes of practice, including National Standards for Manual Handling and Industry Safety Code - enterprise codes of practice relating to regulations for handling dangerous and illegal goods - equal employment opportunity (EEO), affirmative action and anti-discrimination legislation - GST legislation.
Mail may include:	- internal mail - external mail - letters - boxes - parcels - bulk mail.
Risks to mail security may include:	- damage - theft - mis-sort - mis-deliver - loss - fraudulent activity.
Customers may include:	- new or repeat contacts - external and internal contacts - customers with routine or special requests - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
Optional mail services may include:	- speed - signature - insurance - collection services.
Mail acceptance and processing procedures may include:	- checking address and delivery instructions on mail items - weighing or cubing as required

- assigning appropriate charges
- revenue protection guidelines and local arrangements, as applicable
- being vigilant for mail items that may contain dangerous or illegal goods
- categorising
- sequencing
- isolating
- the application of technology, such as track and trace scanning when processing.

Lodgement and receipt details may be:

- in document form
- in electronic form.

Unit Sector(s)

Retail

Competency field

Retail Post

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