



Australian Government

TLIL2008 Complete routine administrative tasks

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to complete routine administrative activities within the transport and logistics industry, in accordance with relevant regulations and workplace procedures.

It includes receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Work is performed under supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Receive and distribute incoming mail

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Incoming mail is checked and registered to ensure accuracy of records
- 1.2 Urgent and confidential mail is identified and distributed promptly to addressee
- 1.3 Mail is sorted and despatched to nominated person/location

- 1.4 Damaged, suspicious or missing items are recorded and reported as required, in accordance with workplace procedures
- 2 Receive and despatch outgoing mail**
 - 2.1 Outgoing mail is collected from organisational sections, checked and sorted to ensure all items are correctly prepared for despatch
 - 2.2 Mail items are collated, recorded in the register as required and correctly despatched to meet designated timelines
- 3 File documents**
 - 3.1 Documents are classified, sorted and filed in accordance with workplace procedures
 - 3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures
 - 3.3 Documents are identified and retrieved
 - 3.4 Specified files/records are located within designated timelines
 - 3.5 Located files are extracted from system and despatched to nominated person
 - 3.6 Security and confidentiality procedures are followed
- 4 Receive and relay written and oral messages**
 - 4.1 Messages are received and accurately recorded
 - 4.2 Areas of uncertainty are clarified with message conveyor where feasible
 - 4.3 Messages are relayed to nominated person within designated timelines

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL2008A Complete routine administrative tasks.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>