



Australian Government

TLIPC0004 Complete courier operations

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 covers the knowledge and skills required to complete courier operations.

It includes clarifying and organising courier operations, planning pick-up and delivery routes, picking up items to be delivered to customers on time and to correct addresses, completing transactions and maintaining records of courier delivery operations.

This unit is designed for entry-level workers or students interested in a supply chain career.

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

Pre-requisite Unit

Not applicable.

Competency Field

PC – Pathways Certificate.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Clarify and organise pick-up and delivery operations

PERFORMANCE CRITERIA

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

1.1 Work requirements and specific customer needs are interpreted and clarified, as required

1.2 Pick-up and delivery requirements comply with safe handling procedures

- 1.3 Pick-up and delivery points are located
 - 1.4 Size, weight and configuration of items to be delivered are identified and measured as required
 - 1.5 Resources required to facilitate pick-up and delivery are identified and prepared for use
- 2 **Plan pick-up and delivery route**
 - 2.1 Pick-up and delivery route is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities
 - 2.2 Items to be delivered are sorted accurately into route order
 - 2.3 Items to be delivered are handled in a manner that minimises the risk of damage
 - 2.4 Special items are identified accurately
 - 2.5 Items to be delivered are handled securely
- 3 **Pick up and deliver items**
 - 3.1 Items are picked up or delivered within specified times
 - 3.2 Items are kept secure to minimise the risk of damage, theft, mis-delivery and loss
 - 3.3 Contact with customers is conducted courteously and efficiently
 - 3.4 Items requiring special treatment are picked up or delivered as specified and relevant documentation is completed accurately
- 4 **Maintain records of courier delivery operations**
 - 4.1 Incidents or hazards identified during pick-up or delivery are reported accurately to relevant personnel
 - 4.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures
 - 4.3 Documentation and records are completed, checked for accuracy and given promptly to appropriate personnel

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLIPC1004 Complete courier delivery operations.

This unit replaces and is not equivalent to TLIC1013 Ride courier delivery bicycle.

This unit replaces and is not equivalent to TLIC2012 Ride courier delivery motorcycle.

Links

Companion Volume Implementation Guides are found in VETNet -

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