



Australian Government

Department of Education, Employment and Workplace Relations

TLIL807C Complete routine administrative tasks

Release: 1

TLIL807C Complete routine administrative tasks

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace procedures.

Work is performed under supervision. It involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Receive and distribute incoming mail	1.1 Incoming mail is checked and registered to ensure accuracy of records 1.2 Urgent and confidential mail is identified and distributed to the addressee promptly 1.3 Mail is sorted and despatched to nominated person/location 1.4 Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures
2 Receive and despatch outgoing mail	2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch 2.2 Mail items are collated, recorded in the register (where applicable) 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 the 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 conveyor of the message

4.3 Messages are relayed to the nominated person within designated timelines

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant state and territory regulations

OH&S procedures and guidelines relevant to administrative operations

Hazards in routine administrative operations in the workplace and related precautions to control the risk

Workplace procedures and policies for the completion of routine administrative tasks

Housekeeping standards and procedures required in the workplace

Requirements of work systems operations and relevant equipment

Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them

Equipment, methods and strategies used in the routine administration operations

Required skills:

Communicate effectively with others when completing routine administrative tasks

Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks

Interpret and follow operational instructions and prioritise work

Complete documentation related to routine administrative tasks

Operate electronic communication equipment to required protocol

Work collaboratively with others when completing routine administrative tasks

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when completing routine administrative tasks in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

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.

Operations may be conducted: in a range of work environments and weather conditions

by day or night

Customers may be: internal or external

Mail items may include: company procedures

bulk quantities

single items

letters

facsimiles

emails

Receival and despatch processes for internal and external mail/documents/messages follow: workplace processes and procedures

Requirements for work may include: workplace procedures

site restrictions and procedures

use of safety and personal protective equipment

communications equipment

hours of operations

security procedures

relevant regulations

Consultative processes may involve: potential customers and existing clients

other employees and supervisors

management

union representatives

industrial relations, Occupational Health and Safety specialists

other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information documents may include:

- workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations
- operations manuals
- job specifications
- induction documentation
- competency standards and training materials
- manufacturers clients specifications, instructions and labelling advice including material safety data sheets
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items
- supplier and/or client instructions
- international transport regulations, codes and procedures
- Australian and international standards,

	criteria and certification requirements
	award, enterprise bargaining agreement, other industrial arrangements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	state/territory roads and traffic authority road rule and licence requirements
	Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations
	relevant Australian and international standards, criteria and certification requirements
	relevant state/territory environmental protection legislation
	relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management