



Australian Government

Department of Education, Employment and Workplace Relations

TLIA2041A Manually sort mail and parcels

Release: 1

TLIA2041A Manually sort mail and parcels

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manually sort mail and parcels in accordance with workplace requirements, including carrying out required preparations of the work area, manually sorting mail and parcels, and finalising the required sorting processes. The sorting processes include accurately and efficiently organising mail and parcels into groups for further processing or distribution and containerising processed mail and parcels ready for transfer to the next processing or distribution point. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the manual sorting of mail and parcels as part of work activities in the postal and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to sort mail and parcels manually	<p>1.1 Individual and work team priorities and responsibilities are identified and confirmed</p> <p>1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied</p> <p>1.3 The availability of mail and parcels to be processed is identified and confirmed</p> <p>1.4 Mail and parcels to be processed are transferred to processing point</p> <p>1.5 Labels for identifying the destination of mail are created and affixed to trays</p>
2 Sort mail and parcels manually	<p>2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail</p> <p>2.2 Mail and parcels are inspected to ensure that all criteria have been met</p> <p>2.3 Mail and parcels are sorted accurately and correctly in compliance with priority for processing and manual sorting procedures</p> <p>2.4 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels</p> <p>2.5 Mail and parcels that are damaged, underpaid, incorrectly classified, or are non-conforming items are identified, separated and re-processed in accordance with workplace procedures</p> <p>2.6 Legal requirements and workplace policies and procedures in relation to the security of mail and parcels are followed</p>
3 Complete process for manually sorting mail and parcels	<p>3.1 Mail and parcel sorting frames/bag racks are cleared down, and mail and parcel containers/bags are sealed and labelled in accordance with workplace procedures</p> <p>3.2 Mail and parcels are transferred to next processing or distribution point using appropriate shifting equipment and labels scanned as required</p> <p>3.3 Information required to complete records of mail and parcels processed is provided and recorded</p> <p>3.4 Excess equipment is removed and work area is prepared for next activity/shift</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manual sorting of mail and parcels
- Focus of operation of work systems, equipment, management and site operating systems for the manual sorting of mail and parcels
- Problems that may occur when manually sorting mail and parcels and appropriate action that can be taken to resolve/avoid the problems
- Requirements of mail sorting systems, operations and relevant equipment
- Hazards that may occur during the manual sorting of mail and parcels and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:

- Communicate effectively with others when manually sorting mail and parcels
- Read and interpret instructions, procedures and labels relevant to the manual sorting of mail and parcels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the manual sorting of mail and parcels
- Work collaboratively with others when manually sorting mail and parcels
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise during the manual sorting of mail and parcels in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise during the manual sorting of mail and parcels
- Plan own work including predicting consequences and identifying improvements
- Apply security and safety precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- 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
- Operate and adapt to differences in equipment and systems in accordance with standard

Required skills:

operating procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when manually sorting mail and parcels

Evidence Guide

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/or 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 equipment, and
 - 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

EVIDENCE GUIDE

- Practical assessment must occur:
 - through activities in an appropriately simulated environment 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.

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| Work may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by day or night |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites |
| Operations may include: | <ul style="list-style-type: none">• shiftwork |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Hazards may include: | <ul style="list-style-type: none">• vehicular traffic and pedestrians• dust and vapours• hazardous or dangerous materials• humidity, air temperature• lighting conditions• machinery/equipment moving parts• noise |
| Weighing devices may be: | <ul style="list-style-type: none">• mechanical• automated• weighbridge |
| Work priorities may be communicated through: | <ul style="list-style-type: none">• briefings• noticeboards• announcements |
| Equipment may include: | <ul style="list-style-type: none">• mail trays, tubs and bags• sorting frame/bag rack• scanners• tipping belt• knife• pallet jack/maverick |

RANGE STATEMENT

- powered lifters
 - king fishers
 - scales
 - carousel
 - Unit Load Device (ULD) and Wheeled Unit Load Device (WULD)
 - Vertical Sorting Frame (VSF) and Vertical Sorting Division (VSD)
 - ULD tipper
 - conveyor belts
 - strapping machine
- Personal protective equipment may include:
- gloves
 - safety headwear and footwear
 - safety glasses
 - two-way radios
 - protective clothing
 - high visibility clothing
- Communication in the work area may include:
- phone
 - fax
 - email
 - electronic data transfer (EDI)
 - RF systems
 - radio
 - oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Information/documents may include:
- workplace policies, operating procedures and practices
 - Management Operating System (MOS)
 - Management Information System (MIS)
 - sorting system information which may include:
 - postcode book, national sort plan and state sort plan
 - post guide
 - international postcode directory
 - labels chart
 - mail identification numbers, codes and labels
 - manifests, consignment notes, bar codes, mail and container identification
 - quality assurance procedures

RANGE STATEMENT

Applicable regulations and legislation may include:

- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock