



Australian Government

Department of Education, Employment and Workplace Relations

TLIA2042A Despatch mail

Release: 1

TLIA2042A Despatch mail

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to despatch mail in accordance with regulatory and workplace requirements, including carrying out required preparations, despatching mail in accordance with workplace procedures, and completing the despatch operations. The process includes all actions from the receipt of mail for consolidation to the despatch and maintenance of records. 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 despatch of mail and parcels.

Work normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the despatch of mail 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 despatch mail	<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 Mail to be despatched is identified and accessed</p>
2 Despatch mail	<p>2.1 Internal operating procedures and standards are applied to the processing of mail</p> <p>2.2 Mail is processed accurately and correctly in compliance with priority for despatching</p> <p>2.3 Mail is handled and equipment operated safely to minimise risk of injury to people and damage to mail</p> <p>2.4 Mail to be despatched is weighed and/or scanned to ensure compliance with workplace standards</p> <p>2.5 Mail is placed in the appropriate mail transport devices for despatch</p> <p>2.6 Mail transport devices are moved to the holding/loading areas in accordance with site procedures</p>
3 Complete despatch of mail	<p>3.1 Information required to complete records of mails despatched is provided and recorded</p> <p>3.2 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 despatch of mail
- Focus of operation of work systems, equipment, management and site operating systems for the despatch of mail
- Problems that may occur when despatching mail and appropriate action that can be taken to resolve or avoid the problems
- Requirements of mail despatch systems, operations and relevant equipment

REQUIRED KNOWLEDGE AND SKILLS

- Safety and security hazards that may occur during the despatch of mail and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when despatching mail
- Read and interpret instructions, procedures and labels relevant to the despatch of mail
- Complete documentation related to the despatch of mail
- Work collaboratively with others when despatching mail
- 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 the despatch of mail in accordance with regulatory requirements and workplace procedures
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- 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
- Operate and adapt to differences in equipment in accordance with standard 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 despatching mail

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the

EVIDENCE GUIDE

demonstrate competency in this unit

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
- 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.

Work may be conducted:

- in a range of work environments
- by day or night

RANGE STATEMENT

- Workplaces may comprise:
- large, medium or small worksites
- Operations may include:
- shiftwork
- Customers may be:
- external or internal
- Hazards may include:
- vehicular traffic and pedestrians
 - dust and vapours
 - hazardous or dangerous materials
 - humidity, air temperature
 - lighting conditions
 - machinery/equipment moving parts
 - noise
 - insects
- Weighing devices may be:
- mechanical
 - automated
 - weighbridge
- Work priorities may be communicated through:
- briefings
 - noticeboards
 - announcements
- Equipment may include:
- forklift
 - BT lifting equipment
 - kingfishers
 - plastic and cardboard trays
 - dock leveller
 - conveyors
 - trolley/carriers
 - bags
 - flute trays
 - bins
 - stillages
 - unit load device (ULD)
 - wheeled unit load device (WULD)
- 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
- phone
 - fax

RANGE STATEMENT

may include:

- 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 including:
 - postcode book, national sort plan and state sort plan
 - postal guide
 - international postcode directory
 - label charts
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- quality assurance procedures
- 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

Applicable regulations and legislation may include:

RANGE STATEMENT

- 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