



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIA2044A Carry out delivery operations**

**Release: 1**

## **TLIA2044A Carry out delivery operations**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to deliver mail/consignments to residential and business customers in accordance with workplace requirements, including carrying out required preparations, delivering mail/consignment to special route in accordance with workplace procedures, and reporting on the delivery activity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the conduct of delivery operations 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 deliver mail/consignment**

- 1.1 Mail/consignment or delivery and associated items are identified and collected promptly from specific locations
- 1.2 Mail/consignment is sorted accurately into the route order
- 1.3 Mail/consignment is handled in a manner that minimises the risk of damage
- 1.4 Special items are identified accurately
- 1.5 Mail/consignment is organised into bundles and kept in sequence for delivery
- 1.6 Mail/consignment is handled securely

#### **2 Deliver mail/consignment to specific route**

- 2.1 Established laws, by-laws and procedural guidelines are followed and applied whilst undertaking deliveries
- 2.2 Mail/consignment is delivered in good condition and in the specified sequence
- 2.3 Deliveries are completed within specified times
- 2.4 Mail/consignment is kept secure to minimise the risk of damage, theft, misdelivery and loss
- 2.5 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately
- 2.6 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use and recommended mail services
- 2.7 Hazards associated with delivery round are identified and acted on

#### **3 Report on delivery activity**

- 3.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant person
- 3.2 Opportunities for developing workplace business, together with competitor activity, that are identified during delivery operations are recorded and reported to the appropriate person
- 3.3 Undelivered and undeliverable mail/consignment is processed in accordance with workplace policies and procedures
- 3.4 Documents are completed, checked for accuracy and returned promptly to the appropriate persons

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

## 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 the mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of delivery operations
- Focus of operation of work systems, equipment, management and site operating systems for delivery operations
- Problems that may occur when conducting delivery operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of delivery systems, operations and relevant equipment
- Hazards that may occur during delivery operations 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 conducting delivery operations
- Read and interpret instructions, procedures and labels relevant to delivery operations
- Complete documentation related to delivery operations
- Work collaboratively with others when conducting delivery operations
- 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 occur when conducting delivery operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when conducting delivery operations
- 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
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- 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

**Required skills:**

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when conducting delivery operations

## 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
- Practical assessment must occur:

## EVIDENCE GUIDE

- 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:                       | <ul style="list-style-type: none"><li>• in a range of work environments</li><li>• by day or night</li></ul>   |
| Workplaces may comprise:                     | <ul style="list-style-type: none"><li>• large, medium or small worksites</li></ul>  |
| Facilities may be:                           | <ul style="list-style-type: none"><li>• within an airport environment</li></ul>   |
| Customers may be:                            | <ul style="list-style-type: none"><li>• external (including international) or internal</li></ul>  |
| Hazards may include:                         | <ul style="list-style-type: none"><li>• vehicular traffic and pedestrians</li><li>• uneven ground, steps, road surfaces</li><li>• light including UV</li><li>• animals, birds and insects</li><li>• noise</li><li>• varying traffic conditions</li><li>• hazardous or dangerous materials</li><li>• positions/status of letterbox or delivery point</li></ul> |
| Weighing devices may be:                     | <ul style="list-style-type: none"><li>• mechanical</li><li>• automated</li><li>• weighbridge</li></ul>  |
| Work priorities may be communicated through: | <ul style="list-style-type: none"><li>• briefings</li><li>• noticeboards</li><li>• announcements</li></ul>  |
| Personal protective equipment may include:   | <ul style="list-style-type: none"><li>• gloves</li><li>• safety headwear and footwear</li><li>• safety glasses</li><li>• two-way radios</li><li>• protective clothing</li><li>• high visibility clothing</li></ul>  |

## RANGE STATEMENT

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 including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- 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
- workplace relations regulations

Applicable regulations and legislation may include:

**RANGE STATEMENT**

- 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