Australian Government

Department of Education, Employment and Workplace Relations

TLIA2047A Stream mail

Release: 1

TLIA2047A Stream mail

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor	This unit involves the skills and knowledge required to stream mail in readiness for the next stage of processing in accordance with workplace requirements, including preparing to stream mail, streaming mail in accordance with workplace procedures, and finalising all required streaming operations. The process may include opening, facing up and traying mail. 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 streaming of mail and parcels.
	Work is normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the streaming 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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to stream mail	1.1 Individual and work team priorities and responsibilities are identified and confirmed
	1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
	1.3 Mail to be streamed is identified, accessed and prepared
2 Stream mail	2.1 Internal operating procedures and standards are applied to the streaming of mail
	2.2 Mail is categorised and streamed accurately and correctly in compliance with priority for streaming
	2.3 Mail is handled safely to minimise risk of injury to people and damage to mail
3 Complete streaming of mail	3.1 Mail containers are loaded onto appropriate mail movement device and labelled
	3.2 Information required to complete records of mail processed is provided and recorded
	3.3 Mail containers are transferred to next processing point using appropriate shifting equipment
	3.4 Excess equipment is removed and work area is prepared for next activity shift

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 streaming of mail
- Focus of operation of work systems, equipment, management and site operating systems for the streaming of mail
- Problems that may occur when streaming mail and appropriate action that can be taken to resolve avoid the problems
- Requirements of mail streaming systems, operations and relevant equipment
- Hazards that may occur during the streaming of mail and ways of controlling the risks

REQUIRED KNOWLEDGE AND SKILLS

    involved

- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when streaming mail
- Read and interpret instructions, procedures and labels relevant to the streaming of mail
- Complete documentation related to the streaming of mail
- Work collaboratively with others when streaming 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, faults or malfunctions that may occur when streaming mail in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when streaming mail
- Plan own work including predicting consequences and identifying improvements
- 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 when streaming mail
- 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
- Identify, select and use relevant equipment, processes and procedures when streaming mail
- Select and use required personal protective equipment conforming to industry and OH&S standards

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.

EVIDENCE GUIDE

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:
	• 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

RANGE STATEMENT

	• by day or night
Workplaces may comprise:	• large, medium or small worksites
Facilities may be:	• within an airport environment
Customers may be:	• internal or external
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:	• streaming indicators
	• kingfishers
	• plastic and cardboard mail trays tubs receptacles
	• BT lifting equipment
	• label printer
	• opening knife
	• belts
	• trolleys
	• bins
	• unit load device (ULD)
	• wheeled unit load device (WULD)
	• stillages
	• forklifts
	• pallet jack
Personal protective equipment may include:	• gloves
	• safety headwear and footwear
	• safety glasses
	• two-way radios
	• protective clothing
	• high visibility clothing

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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
	• manifests, consignment notes, bar codes, mail and container identification
	• mail identification numbers, codes and labels
	• machine equipment operations manuals
	• 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

Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to mail operations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods

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RANGE STATEMENT

> 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