



Australian Government

Department of Education, Employment and Workplace Relations

TLID2029A Prepare articles for delivery

Release: 1

TLID2029A Prepare articles for delivery

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organising articles for delivery, storing articles for delivery, and maintaining all required 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 relevant regulations for the transport of articles for courier delivery.

Work is performed under indirect supervision. It involves the application of the basic principles and routine procedures to the preparation of articles for delivery.

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 Check and organise articles for delivery	<p>1.1 Articles are inspected to ensure that they meet all specified criteria</p> <p>1.2 Articles for delivery are sorted into groups according to specified sorting criteria</p> <p>1.3 Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace procedures</p> <p>1.4 Processing of articles is monitored to ensure a secure and effective workflow</p>
2 Store articles for delivery	<p>2.1 Appropriate manual handling practices are used to shift and sort articles</p> <p>2.2 Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run</p> <p>2.3 Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures</p>
3 Maintain records	<p>3.1 Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures</p> <p>3.2 Records are stored in accordance with workplace procedures</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:

- Relevant state/territory mass and loading regulations
- OH&S procedures and guidelines concerning the preparation of articles for mail delivery
- Risks when preparing articles for delivery and related precautions to control the risk
- Workplace procedures and policies for the preparation of articles for the sorting and storing of mail
- Problems that may arise when preparing articles for delivery and actions that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Methods of securing mail articles

Required skills:

- Communicate effectively with others when preparing articles for delivery
- Read and interpret instructions, procedures, information and signs relevant to the preparation of articles for delivery
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of articles for delivery
- Estimate the size, shape and special delivery requirements of mail articles
- Work collaboratively with others when preparing articles for delivery
- 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 preparing articles for delivery in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of articles for delivery
- 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
- Identify and correctly use equipment required to sort and store mail
- 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

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

EVIDENCE GUIDE

- Context of and specific resources for assessment**
- other relevant aspects of the range statement
 - 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.

- Operations may be conducted:
- in a range of work environments and weather conditions
 - by day or night
- Customers may be:
- internal or external
- Operations may be undertaken:
- on or off base site
- Specified inspection criteria for
- address details are complete
 - correct postage is paid for the size, weight and type of

RANGE STATEMENT

mail may include:

article

- the packaging of articles is secure to prevent loss or damage of contents during delivery

Sorting criteria for mail may include:

- address and delivery run
- the type of article or postage delivery paid
- the priority of delivery
- workplace procedures/practices

Hazards may include:

- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

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

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

Personal protective equipment may include:

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

Consultative processes may involve:

- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, OH&S specialists
- other professional or technical staff

Communication in the work area may include:

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

Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials

RANGE STATEMENT

- Applicable regulations and legislation may include:
- manufacturers specifications for relevant equipment
 - Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail
 - workplace procedures and policies for the preparation of mail for delivery
 - supplier and/or client instructions
 - award, enterprise bargaining agreement, other industrial arrangements
 - standards and certification requirements
 - quality assurance procedures
 - emergency procedures
 - 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
 - relevant state/territory environmental protection legislation
 - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling