



Australian Government

AVIL2005A Complete routine administrative tasks

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace procedures.

Work is performed under supervision. It involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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

- | | |
|---|--|
| 1 Receive and distribute incoming mail | <ul style="list-style-type: none">1.1 Incoming mail is checked and registered to ensure accuracy of records1.2 Urgent and confidential mail is identified and distributed to the addressee promptly1.3 Mail is sorted and despatched to nominated person/location1.4 Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures |
| 2 Receive and despatch outgoing mail | <ul style="list-style-type: none">2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch2.2 Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines |
| 3 File documents | <ul style="list-style-type: none">3.1 Documents are classified, sorted and filed in accordance with workplace procedures3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures3.3 Documents are identified and retrieved3.4 Specified files/records are located within designated timelines3.5 Located files are extracted from system and despatched to the nominated person3.6 Security and confidentiality procedures are followed |
| 4 Receive and relay written and oral messages | <ul style="list-style-type: none">4.1 Messages are received and accurately recorded4.2 Areas of uncertainty are clarified with conveyor of the message4.3 Messages are relayed to the nominated person within designated timelines |

Required Skills and Knowledge

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

Required knowledge:

- Relevant state and territory regulations
- OH&S procedures and guidelines relevant to administrative operations
- Hazards in routine administrative operations in the workplace and related precautions to control the risk
- Workplace procedures and policies for the completion of routine administrative tasks
- Housekeeping standards and procedures required in the workplace
- Requirements of work systems operations and relevant equipment
- Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them
- Equipment, methods and strategies used in the routine administration operations

Required skills:

- Communicate effectively with others when completing routine administrative tasks
- Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to routine administrative tasks
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing routine administrative tasks
- 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 completing routine administrative tasks in accordance with regulatory requirements and workplace procedures
- 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

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 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/or equipment, and/or
 - 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 appropriately simulated activities at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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
- Mail items may include:
- company procedures
 - bulk quantities
 - single items
 - letters
 - facsimiles
 - emails
- Receival and despatch processes for internal and external mail/documents/messages follow:
- workplace processes and procedures
- Requirements for work may include:
- workplace procedures
 - site restrictions and procedures
 - use of safety and personal protective equipment
 - communications equipment
 - hours of operations
 - security procedures
 - relevant regulations
- Consultative processes may involve:
- potential customers and existing clients
 - other employees and supervisors
 - management
 - union representatives
 - industrial relations, Occupational Health and Safety specialists
 - other professional or technical staff
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Communication in the work area may include:
- fixed phone
 - mobile phone
 - fax
 - email
 - internet

Depending on workplace context, personal protective equipment may include:

- radio
- oral, aural or signed communications
- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information documents may include:

- workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations
- operations manuals
- job specifications
- induction documentation
- competency standards and training materials
- manufacturers clients specifications, instructions and labelling advice including material safety data sheets
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items
- supplier and/or client instructions
- international transport regulations, codes and procedures
- Australian and international standards, criteria and certification requirements
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- 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 courier operations
- relevant Australian and international standards, criteria and certification requirements
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency field

L – Resource Management