



Australian Government

BSBINM303 Handle receipt and despatch of information

Release: 1

BSBINM303 Handle receipt and despatch of information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail. It also covers collating and despatching bulk mail according to Australia Post specifications.

It applies to individuals who, while under supervision, provide services to support legal practitioners. All aspects of legal practice may be subject to a range of legislation, rules, regulations and/or codes of practice relevant to different job roles and jurisdictions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Information Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Receive and distribute incoming mail	1.1 Check and register incoming mail to ensure accuracy of records 1.2 Process court documents according to firm's policies and procedures 1.3 Process original documents according to firm's policies and procedures 1.4 Process served documents according to firm's policies and procedures 1.5 Identify and ensure understanding of titles and locations of company personnel and departments

ELEMENT	PERFORMANCE CRITERIA
	1.6 Identify and promptly distribute urgent and confidential mail to addressee 1.7 Sort mail and despatch to nominated person/location 1.8 Record damaged, suspicious or missing items and report promptly where necessary
2 Receive and despatch outgoing mail	2.1 Collect outgoing mail from each section of the firm, check and sort all items to ensure they are correctly prepared for despatch 2.2 Determine most appropriate delivery method and select appropriate envelopes and address correctly 2.3 Process outgoing mail correctly 2.4 Record mail in register 2.5 Sort mail according to carrier 2.6 Despatch mail using most appropriate delivery method 2.7 Despatch mail to meet designated timelines
3 Collate and despatch documents for bulk mailing	3.1 Estimate quantities/resources/time to complete bulk mailing of documents correctly 3.2 Collate documents as required 3.3 Sort envelopes and batch in accordance with specifications 3.4 Employ bulk mail interstate satchels where appropriate 3.5 Self-check numerical information 3.6 Lodge batched items in time for delivery by relevant carrier
4 Organise urgent and same day deliveries	4.1 Weigh, package and address items for urgent delivery 4.2 Determine and select cheapest and best option for urgent delivery 4.3 Conduct a follow-up if necessary

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

Reading	1.1-1.7, 2.1-2.5, 3.3, 4.3	Identifies familiar information from a range of sources, compares it against defined criteria and requirements, and checks for accuracy and completeness
Writing	1.1-1.4, 1.8, 2.2-2.4, 3.1, 4.1-4.3	Accurately records information and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology
Oral Communication	1.7, 1.8, 2.1, 4.3	Participates in spoken interactions with others using clear and direct language to convey and clarify information
Numeracy	3.1, 3.5, 4.1, 4.2	Performs basic calculations to check and confirm numerical information and estimate time requirements
Navigate the world of work	1.2-1.4, 3.3	Understands own role and associated responsibilities for task completion in compliance with organisational policies and procedures
Interact with others	1.5, 1.8	Uses a limited range of accepted practices for communicating in work environment
Get the work done	1.1-1.7, 2.1-2.3, 2.5-2.7, 3.1, 3.3, 3.4, 3.6, 4.1-4.3	- Plans and implements routine tasks and workload making limited decisions on sequencing and timing, and follows instructions to set priorities - Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions and evaluates the effectiveness of the outcome - Responds to predictable routine problems, implementing standard or logical solutions - Uses digital tools for basic reading, recording, searching and communicating information following routine procedures

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINM303 Handle receipt and despatch of information	BSBINM303A Handle receipt and despatch of information	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINM303 Handle receipt and despatch of information

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Performance Evidence

Evidence of the ability to:

- register and distribute incoming mail in accordance with firm's policies and procedures, promptly and accurately
- despatch and register outgoing mail in accordance with firm's policies and procedures and carrier's requirements and relevant legislation
- check all details routinely, including addresses, numerical information, spelling and contents of mail for accuracy
- seek clarification from designated person/s and apply correct addressing protocols for despatch with a range of carriers
- apply the principles of legal practitioner/support, responsibilities and obligations for despatch of information.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe accepted codes of conduct related to duty of care, privacy and confidentiality, and compliance with reasonable direction
- outline criteria for courier selection
- identify and describe organisation's policies and procedures as they apply to despatch
- list roles and locations of a firm's personnel
- describe scope of mail and document handling support role.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:

- a real or simulated work environment
- typical samples of mail and documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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