



Australian Government

BSBINS202 Handle receipt and dispatch of information

Release: 1

BSBINS202 Handle receipt and dispatch of information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to receive and distribute incoming information, and to collect and despatch outgoing information using both digital and non-digital methods.

The unit applies to those who perform a range of routine tasks in the workplace, using a limited range of technological and practical skills and knowledge of information handling under direct supervision or with limited individual responsibility.

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

Unit Sector

Technical Skills – Information Services

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 information	1.1 Collect physical and digital information items from organisation's points of receipt 1.2 Destroy items of no relevance to organisation according to organisational policies and procedures 1.3 Annotate each relevant item with time and date of receipt, where required 1.4 Enter metadata applying to information items into relevant system according to organisational policies and procedures, where required 1.5 Identify urgent and confidential information for priority distribution

ELEMENT	PERFORMANCE CRITERIA
	1.6 Sort and deliver information items to relevant stakeholders according to organisational policies and procedures 1.7 Record damaged, suspicious or missing items and report to relevant stakeholders, where required
2. Receive and despatch outgoing information	2.1 Collect, check and sort outgoing information items according to organisational policies and procedures 2.2 Record and process outgoing information items for despatch according to organisational policies and procedures 2.3 Prepare items for urgent delivery according to organisational policies and procedures 2.4 Organise despatch of urgent deliveries and follow up if necessary 2.5 Despatch remaining information according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Identifies familiar information from a range of sources, compares it against defined criteria and requirements, and checks for accuracy and completeness
Writing	Records information and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology
Oral Communication	Participates in spoken interactions with others using clear and direct language to convey and clarify information
Numeracy	Performs basic calculations to check and confirm numerical information and estimate time requirements
Problem solving	Responds to predictable routine problems, implementing standard or logical solutions
Planning and organising	Plans and implements routine tasks and workload, and follows instructions to set priorities
Self-management	Understands own role and associated responsibilities for task completion in compliance with organisational policies and procedures
Technology	Uses digital tools for basic reading, recording, searching and communicating information following routine procedures

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBINM202 Handle mail
- BSBINM303 Handle receipt and despatch of information.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBINS202 Handle receipt and dispatch of information

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- receive and distribute incoming information according to organisational policies and procedures, on at least two occasions
- despatch and register outgoing information according to organisational policies and procedures, on at least two occasions.

In the course of the above, the candidate must:

- check all details routinely, including addresses, numerical information, and spelling
- seek clarification from relevant stakeholders and apply correct addressing protocols for despatch.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures relating to receipt and despatch of information
- roles and locations of relevant organisational personnel
- key aspects of organisational information items management systems and security and confidentiality procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- samples of information.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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