



Australian Government

Department of Education, Employment and Workplace Relations

ICPCF202C Handline mail

Revision Number: 1

ICPCF202C Handline mail

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manually collate and insert irregular and bulky mail documents.
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Application of the Unit

Application of the unit	This unit requires knowledge and skills to collate and insert irregular and bulky mail. This will involve repetitive routine and non-routine activities.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Collate materials	1.1.All materials required for the job are checked and confirmed against <i>job specifications</i> 1.2.Materials are <i>changed</i> or adapted according to job specifications 1.3.Materials are arranged in a manner that makes manual collation as easy and safe as possible 1.4.Collated materials are correct and in sequence and any faulty materials are removed and documented 1.5.If required, items are decollated according to job specifications 1.6.Manual wrapping of materials is completed if required according to job specifications
2. Match inserts	2.1.Collated data is correctly <i>matched</i> to addressee 2.2.Address information is verified as accurate 2.3.Random checks are performed to ensure quality is met 2.4.Any discrepancies are reported to the supervisor 2.5.Envelopes or packs are glued or sealed according to job specifications
3. Reconcile output	3.1.The total number of throughputs matches the job specifications 3.2.The destination delivery unit rate matches the job specifications and meets Australia Post standards 3.3.An information <i>matching</i> trail is documented 3.4.Correct procedures for the <i>control of materials</i> are followed 3.5.Any discrepancies are reported to the supervisor

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- basic materials handling and use of technology skills
- OHS in relation to lifting and shifting stock
- literacy skills to read job specifications and document an information matching trail
- basic numeracy skills to reconcile mail
- effective communication with colleagues and supervisors
- teamwork with colleagues and supervisors to maintain the production process
- identifying problems by using random checks to ensure quality is met and reporting discrepancies
- planning and organising to ensure that materials are in the correct order and collated correctly

Required knowledge

- waste disposal procedures

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - manually collate and insert irregular and bulky mail or packages according to job specifications and within the production timeframe - demonstrate an ability to find and use information relevant to the task from a variety of information sources - the individual will change individual items, collate, pick and pack mail or packages and remove any spoils or faulty work.
Context of and specific resources for assessment	Assessment must ensure: - assessment may take place on the job, off the job or a combination of these - off the job assessment must be undertaken in a closely simulated workplace environment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning/observation combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Matched</i> may include:	the process of keeping together a unique insert to the addressee that goes with at least one other unique insert in the same package, or a unique insert to the addressee that goes with the address information located on the outside of the package
<i>Matching</i> may include:	- labels added - censoring stickers to meet: - particular state and territory legislation - meet client preferences
<i>Materials</i> may include:	could include magazines, bulky or large paper inserts, samples in show bags, PR or promotional materials
<i>Control of materials</i> may include:	includes spoils, depleted stock, oversupplies and undersupplies.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Converting, Binding and Finishing
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Co-requisite units

Co-requisite units		