



Australian Government

Department of Education, Employment and Workplace Relations

SIRRPOS001A Process postal outlet transactions

Revision Number: 2

SIRRPOS001A Process postal outlet transactions

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process business transactions specific to a postal outlet

Application of the Unit

This unit applies to frontline service personnel. It requires the team member to consistently apply postal outlet policy and procedures, identifying and clarifying customer requirements, then processing and finalising transactions to meet customer postal needs.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

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.

- | | |
|------------------------------------|--|
| 1. Identify customer requirements. | 1.1. Identify customer needs and apply relevant postal outlet business transactions .
1.2. Check specific customer requirements to ensure they conform to postal enterprise service policy and procedures with regard to specific services.
1.3. Identify any constraints on postal outlet's ability to process customer's request according to postal enterprise policy and procedures.
1.4. Inform customer of details of available postal enterprise services in regard to their specific requirements. |
| 2. Process transaction. | 2.1. Inform customer of fees associated with the transaction according to postal enterprise procedures.
2.2. Check required documentation to ensure it is fully completed according to postal enterprise procedures.
2.3. Process mail lodgement transactions according to mail acceptance procedures .
2.4. Verify authorisation or identification as required for change of address and private box applications, according to postal enterprise policy and procedures.
2.5. Record transaction details according to postal enterprise procedures.
2.6. Process transaction according to relevant legislative requirements and regulations and postal enterprise policy and procedures.
2.7. Collect fees applicable according to postal enterprise procedures. |
| 3. Finalise transaction. | 3.1. Check accuracy of transaction details according to postal enterprise procedures.
3.2. Check accuracy of documentation to accompany articles lodged for further processing.
3.3. Check accuracy of documentation to be provided to customer before finalising the transaction.
3.4. Complete processing in adherence to postal enterprise cash management policy and procedures. |

Required Skills and Knowledge

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

Required skills

- interpersonal skills to:
 - greet and farewell customers
 - identify customer requirements
 - inform customers of services and fees through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- literacy skills to:
 - interpret written procedures for processing postal outlet transactions in person or in electronic format
 - transaction and delivery documentation
- numeracy skills to:
 - handle tender
 - weigh and measure postal goods

Required knowledge

- postal enterprise policy, systems and procedures, in regard to processing specific postal outlet business transactions
- relevant aspects of legislation and statutory requirements in regard to transaction processes

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- processes transactions accurately
- accesses legal and regulatory requirements for business transactions
- locates, interprets and applies relevant information, which may include WHS and environmental requirements and postal enterprise operating procedures and policy
- provides a quality service environment by treating customers and team members in a courteous and professional manner through all stages of the service or sales procedure
- uses effective questioning, active listening and observation skills to identify special customers requirements
- conveys information effectively in verbal, written and electronic form
- maintains workplace records and documentation.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as postal enterprise policy and procedure manuals
- customer articles and documents
- point of sale equipment and materials.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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 in the performance criteria is detailed below.

Customers may include:

- new or repeat contacts
- external and internal contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Postal outlet business transactions may include:

- discount mail lodgements
- bulk postage lodgements
- money order transactions
- change of address applications
- post office box applications, enquiries, requests and cancellations
- KeyPOST applications
- franking machine and postage meter business.

Mail acceptance procedures may include:

- checking address and delivery instructions on mail items
- weighing or cubing as required
- assigning appropriate charges
- revenue protection guidelines and local arrangements, as applicable
- being vigilant for mail items that may contain dangerous or illegal goods.

Transaction details may include:

- electronic data entry
- written data entry
- checking customer details or lodgements
- reversing transaction errors.

Documentation to be provided to customer may include:

- transaction receipt
- copy of transaction documentation
- franking machine and postage meter licence details.

Unit Sector(s)

Retail

Competency field

Retail Post