



Australian Government

Department of Education, Employment and Workplace Relations

SIRRPOS003A Deliver mail in a retail environment

Revision Number: 2

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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 prepare and deliver mail in a retail postal environment.

Application of the Unit

This unit applies to retail post frontline service personnel. It requires the team member to consistently apply postal outlet policy and procedures, and safely and securely handle mail items, delivering them to customers and accurately completing required records and documentation.

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. Access mail for delivery in a retail environment.	1.1.Obtain customer authorisation to collect mail in relation to items requested according to postal enterprise procedures. 1.2.Locate mail and associated items for delivery and check identification according to mail delivery procedures. 1.3.Handle mail securely and in a manner that minimises risk of loss or damage .
2. Handle mail items.	2.1.Follow and apply established laws, by laws and procedural guidelines while delivering mail in a retail environment. 2.2.Deliver mail in good condition to authorised customers according to postal enterprise policy, procedures and service standards. 2.3.Keep mail secure to minimise risks. 2.4.Handle damaged mail according to postal enterprise policy and procedures. 2.5.Deliver items requiring special services and treatment as specified and finalise relevant documentation. 2.6.Apply and collect charges as required according to postal enterprise policy and procedures. 2.7.Obtain customer signature, if required according to postal enterprise policy and procedures. 2.8.Conduct contact with customers courteously and in a manner that encourages customer loyalty.
3. Record mail delivery.	3.1.Complete associated documentation according to postal enterprise policy and procedures. 3.2.Process undeliverable mail according to postal enterprise policy and procedures. 3.3.Report mail delivery incidents involving risks or hazards for staff or customers accurately and promptly to the relevant authority.

Required Skills and Knowledge

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

Required skills

- literacy skills to:
- interpret and apply of postal enterprise work procedures
- interpret and apply appropriate operational procedures and customer service standards for the delivery of mail in a retail post environment
- identify and use of equipment, processes and procedures
- interpret and apply relevant agreements, codes of practice and other legislative requirements
- planning and initiative skills to:
 - manage own work, including predicting consequences and identifying improvements
 - deliver transaction relevant accurate and timely record keeping
- interpersonal communication skills to:
 - conduct contact with customers
 - report mail delivery incidents 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

Required knowledge

- postal enterprise policy and procedures in regard to:
 - delivery of mail in a retail post environment
 - relevant legislation and statutory requirements
 - relevant Work Health and Safety (WHS) and environmental requirements
- impact of job on facility and team performance
- focus of work systems, equipment, management and operating systems

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:

- locates, interprets and applies relevant information, which may include WHS and environmental requirements and postal enterprise operating procedures, systems and policy
- works effectively with others in the workplace
- uses postal enterprise electronic systems for delivery of mail
- delivers mail using appropriate methods to secure mail and check customer authorisation
- conveys information in verbal and written form
- maintains hard copy and online workplace records and documentation as appropriate
- provides effective and professional customer service.

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.

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.

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.

Risks of loss or damage may include:

- theft
- mis-sort
- mis-deliver
- loss
- fraudulent activity
- inappropriate handling causing damage of fragile goods.

Established laws, by-laws and procedural guidelines may include:

- postal enterprise policy, operating procedures, systems and practices
- postal regulations
- mail delivery procedures, including:
 - locating mail items as per customer information
 - checking customer authorisation
 - specific procedures for delivering signature mail
 - being vigilant for mail items that may contain dangerous or illegal goods
 - the application of technology, such as track and trace scanning when processing mail for delivery
- procedures for dealing with hazards associated with mail delivery in a retail environment
- customer service standards and procedures
- quality assurance procedures
- codes of practice, including National Standards for Manual Handling and Industry Safety Code.
- enterprise codes of practice relating to regulations for handling dangerous and illegal goods
- equal opportunity, equal employment opportunity (EEO), affirmative action and anti-discrimination legislation
- GST legislation.

Associated documentation may be:

- in document form
- in electronic form.

Unit Sector(s)

Retail

Competency field

Retail Post