



Australian Government

TLIA2044 Carry out delivery operations

Release: 1

TLIA2044 Carry out delivery operations

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to deliver mail and/or consignments to residential and business customers, in accordance with regulations and workplace requirements within the transport and logistics industry.

It includes carrying out required preparations, delivering mail and/or consignment to special routes in accordance with workplace procedures, and reporting on delivery activity.

Work is performed under some supervision generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to deliver mail and/or consignment

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Mail and/or consignment for delivery and associated items are identified and collected promptly from specific locations
- 1.2 Mail and/or consignment is sorted accurately into route

order

- 1.3 Mail and/or consignment is handled in a manner that minimises the risk of damage
- 1.4 Special items are identified accurately
- 1.5 Mail and/or consignment is organised into bundles and is kept in sequence for delivery
- 1.6 Mail and/or consignment is handled securely

2 Deliver mail/consignment to specific route

- 2.1 Established laws, by-laws and procedural guidelines are confirmed and applied
- 2.2 Mail and/or consignment is delivered in good condition and in specified sequence
- 2.3 Deliveries are completed within specified times
- 2.4 Mail and/or consignment is kept secure to minimise the risk of damage, theft, mis-delivery and loss
- 2.5 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately
- 2.6 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use and recommend mail services
- 2.7 Hazards associated with delivery round are identified and required action is taken to minimise, control or eliminate identified hazards

3 Report on delivery activity

- 3.1 Incidents involving customers and/or identified hazards are reported accurately to relevant person
- 3.2 Opportunities for developing workplace business, together with competitor activity, identified during delivery operations are recorded and reported to appropriate person
- 3.3 Undelivered and undeliverable mail/consignment is processed in accordance with workplace policies and procedures
- 3.4 Documents are completed, checked for accuracy and returned promptly to appropriate person

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2044A Carry out delivery operations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA2044 Carry out delivery operations

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying safety and security precautions and required action to minimise, control or eliminate identified hazards
- communicating and working effectively with others
- identifying, selecting and using relevant equipment, processes and procedures
- implementing contingency plans
- interpreting and applying relevant agreements, codes of practice, workplace procedures and other legislative requirements
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with workplace operating procedures
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures and labels
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- focus of operation of work systems, equipment, management and site operating systems for delivery operations
- hazards that may occur during delivery operations and ways of controlling the risks involved
- performance standards and regulations relevant to mail operations
- problems that may occur when conducting delivery operations and appropriate action that can be taken to resolve/avoid these problems
- relevant personal protective equipment and procedures for its use
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- requirements of delivery systems, operations and relevant equipment
- site layout
- workplace procedures for conducting delivery operations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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