



Australian Government

TLIL2008 Complete routine administrative tasks

Release: 1

TLIL2008 Complete routine administrative tasks

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 complete routine administrative activities within the transport and logistics industry, in accordance with relevant regulations and workplace procedures.

It includes receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Work is performed under supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Receive and distribute incoming mail	1.1 Incoming mail is checked and registered to ensure accuracy of records 1.2 Urgent and confidential mail is identified and distributed promptly to addressee 1.3 Mail is sorted and despatched to nominated person/location

- 1.4 Damaged, suspicious or missing items are recorded and reported as required, in accordance with workplace procedures
- 2 Receive and despatch outgoing mail**
 - 2.1 Outgoing mail is collected from organisational sections, checked and sorted to ensure all items are correctly prepared for despatch
 - 2.2 Mail items are collated, recorded in the register as required and correctly despatched to meet designated timelines
- 3 File documents**
 - 3.1 Documents are classified, sorted and filed in accordance with workplace procedures
 - 3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures
 - 3.3 Documents are identified and retrieved
 - 3.4 Specified files/records are located within designated timelines
 - 3.5 Located files are extracted from system and despatched to nominated person
 - 3.6 Security and confidentiality procedures are followed
- 4 Receive and relay written and oral messages**
 - 4.1 Messages are received and accurately recorded
 - 4.2 Areas of uncertainty are clarified with message conveyor where feasible
 - 4.3 Messages are relayed to nominated person within designated timelines

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 TLIL2008A Complete routine administrative tasks.

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 TLIL2008 Complete routine administrative tasks

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:

- communicating and working effectively with others when completing routine administrative tasks
- completing documentation related to routine administrative tasks
- handling mail and messages in accordance with workplace procedures
- interpreting and following operational instructions and applying relevant legislation and workplace procedures
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- 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:

- equipment, methods and strategies used in routine workplace administrative operations
- hazards in routine workplace administrative operations and related precautions to control risks
- housekeeping standards and procedures
- requirements of work systems operations and relevant equipment
- typical problems that can occur when completing routine workplace administrative tasks and appropriate action that can be taken to prevent or solve these problems
- work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines relevant to administrative operations

- workplace procedures and policies for completing routine administrative tasks.

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.

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

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 other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

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