



**Australian Government**

# **TLIPC0004 Complete courier operations**

**Release: 1**

# TLIPC0004 Complete courier 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 covers the knowledge and skills required to complete courier operations.

It includes clarifying and organising courier operations, planning pick-up and delivery routes, picking up items to be delivered to customers on time and to correct addresses, completing transactions and maintaining records of courier delivery operations.

This unit is designed for entry-level workers or students interested in a supply chain career.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

PC – Pathways Certificate.

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Clarify and organise pick-up and delivery operations**

### PERFORMANCE CRITERIA

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

**1.1** Work requirements and specific customer needs are interpreted and clarified, as required

**1.2** Pick-up and delivery requirements comply with safe handling procedures

- 1.3 Pick-up and delivery points are located
  - 1.4 Size, weight and configuration of items to be delivered are identified and measured as required
  - 1.5 Resources required to facilitate pick-up and delivery are identified and prepared for use
- 2 **Plan pick-up and delivery route**
  - 2.1 Pick-up and delivery route is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities
  - 2.2 Items to be delivered are sorted accurately into route order
  - 2.3 Items to be delivered are handled in a manner that minimises the risk of damage
  - 2.4 Special items are identified accurately
  - 2.5 Items to be delivered are handled securely
- 3 **Pick up and deliver items**
  - 3.1 Items are picked up or delivered within specified times
  - 3.2 Items are kept secure to minimise the risk of damage, theft, mis-delivery and loss
  - 3.3 Contact with customers is conducted courteously and efficiently
  - 3.4 Items requiring special treatment are picked up or delivered as specified and relevant documentation is completed accurately
- 4 **Maintain records of courier delivery operations**
  - 4.1 Incidents or hazards identified during pick-up or delivery are reported accurately to relevant personnel
  - 4.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures
  - 4.3 Documentation and records are completed, checked for accuracy and given promptly to appropriate personnel

## 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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is not equivalent to TLIPC1004 Complete courier delivery operations.

This unit replaces and is not equivalent to TLIC1013 Ride courier delivery bicycle.

This unit replaces and is not equivalent to TLIC2012 Ride courier delivery motorcycle.

## 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 TLIPC0004 Complete courier operations

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## Performance Evidence

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

- adapting and modifying pick-up and delivery activities depending on workplace contexts, resources and environment
- applying relevant legislation and workplace procedures
- completing calculations required when completing pick-up and delivery operations
- following relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and responsibilities, including safe lifting and carrying procedures
- identifying and correctly using equipment and technology required to complete pick-up and delivery tasks
- interpreting and following a set of instructions for pick-up and delivery operations
- keeping required records of pick-up and delivery operations
- planning a route and schedule to complete required pick-up and delivery
- recognising limitations and asking for help or information about work requirements and procedures
- taking appropriate initiative to deal with problems and to complete tasks
- using appropriate techniques to solve or report problems identified when completing pick-up and delivery operations
- working cooperatively and collaboratively with others to complete pick-up and delivery tasks.

## Knowledge Evidence

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

- basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules, and to complete financial transactions involved
- pick-up and delivery procedures, policies and instructions
- procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- relevant workplace standards and duty of care requirements
- safe lifting and carrying policies and procedures
- systems and equipment used during pick-up and delivery processes and instructions, processes and precautions for their use
- typical mathematical problems involved in courier delivery operations and appropriate action and solutions.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within 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 must include access to:

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

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