



Australian Government

TLIPC1004 Complete courier delivery operations

Release: 1

TLIPC1004 Complete courier 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 covers the knowledge and skills required to complete courier delivery 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 with customers and maintaining records of courier delivery operations.

This unit is designed for use in a Pathways qualification or skill set. It should not be used in a qualification that has a direct job outcome.

This unit is an integrating unit because it has applications within a Pathways Certificate I aimed at providing entry level skills and knowledge in the area of courier and delivery operations.

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 points are located

- 1.3 Size, weight and configuration of items to be delivered are identified and measured as required
- 1.4 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 organised into bundles and kept in sequence for delivery
 - 2.6 Items to be delivered are handled securely
- 3 Pick-up items to be delivered**
 - 3.1 Items are picked up within specified times
 - 3.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss
 - 3.3 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services
- 4 Deliver items to correct addresses**
 - 4.1 Deliveries are completed within specified times
 - 4.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss
 - 4.3 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately
 - 4.4 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services
- 5 Complete transactions with customers**
 - 5.1 Amount owing is noted from the delivery advice or invoice and customer is advised
 - 5.2 Transactions are completed as required, in accordance with workplace policies and procedures
 - 5.3 Cash transaction amount tendered is checked, and correct

change is calculated and given

6 Maintain records of courier delivery operations

- 6.1 Incidents involving customers that occur, or hazards identified during delivery, are reported accurately to the relevant person/section
- 6.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures
- 6.3 Documentation and records are completed, checked for accuracy and given promptly to the 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 TLIPC1004A Complete courier 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 TLIPC1004 Complete courier 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:

- adapting and modifying pick-up and delivery activities depending on workplace contexts, resources and environment
- applying relevant legislation and workplace procedures
- communicating effectively and using appropriate strategies when listening, questioning and receiving feedback
- communicating effectively verbally and in writing as required for courier pick-up and delivery operations
- completing calculations required for transactions 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 mobile phones and other equipment and technology required to complete pick-up and delivery tasks
- interpreting and following a set of instructions for a pick-up and delivery operations
- keeping required records of pick-up and delivery operations
- planning a route and schedule to complete required workplace tasks
- recognising limitations and asking for help or information about work requirements and procedures
- responding appropriately to cultural differences in interactions with customers and colleagues
- 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 of 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

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 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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