



Australian Government

Department of Education, Employment and Workplace Relations

TLIA4107B Manually sort mail and parcels

Release: 1

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Modification History

Unit Descriptor

This unit involves the skills and knowledge required to manually sort mail and parcels in accordance with workplace requirements, including carrying out required preparations of the work area, manually sorting mail and parcels, and finalising the required sorting processes. The sorting processes include accurately and efficiently organising mail and parcels into groups for further processing or distribution and containerising processed mail and parcels ready for transfer to the next processing or distribution point.

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the manual sorting of mail and parcels as part of work activities in the postal and allied industries.

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare to sort mail and parcels manually	1.1 Individual and work team priorities and responsibilities are identified and confirmed 1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied 1.3 The availability of mail and parcels to be processed is identified and confirmed 1.4 Mail and parcels to be processed are transferred to processing point 1.5 Labels for identifying the destination of mail are created and affixed to trays
2 Sort mail and parcels manually	2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail 2.2 Mail and parcels are inspected to ensure that all criteria have been met 2.3 Mail and parcels are sorted accurately and correctly in compliance with priority for processing and manual sorting procedures 2.4 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels 2.5 Mail and parcels that are damaged, underpaid, incorrectly classified, or are non-conforming items are identified, separated and re-processed in accordance with workplace procedures 2.6 Legal requirements and workplace policies and procedures in relation to the security of mail and parcels are followed

3 Complete process for manually sorting mail and parcels

- 3.1 Mail and parcel sorting frames/bag racks are cleared down, and mail and parcel containers/bags are sealed and labelled in accordance with workplace procedures
- 3.2 Mail and parcels are transferred to next processing or distribution point using appropriate shifting equipment and labels scanned as required
- 3.3 Information required to complete records of mail and parcels processed is provided and recorded
- 3.4 Excess equipment is removed and work area is prepared for next activity/shift

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Australian and international codes and regulations relevant to mail operations

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the manual sorting of mail and parcels

Focus of operation of work systems, equipment, management and site operating systems for the manual sorting of mail and parcels

Problems that may occur when manually sorting mail and parcels and appropriate action that can be taken to resolve/avoid the problems

Requirements of mail sorting systems, operations and relevant equipment

Hazards that may occur during the manual sorting of mail and parcels and ways of controlling the risks involved

Site layout

Relevant personal protective equipment and procedures for its use

Required skills:

Communicate effectively with others when manually sorting mail and parcels

Read and interpret instructions, procedures and labels relevant to the manual sorting of mail and parcels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the manual sorting of mail and parcels

Work collaboratively with others when manually sorting mail and parcels

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise during the manual sorting of mail and parcels in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may arise during the manual sorting of mail and parcels

Plan own work including predicting consequences and identifying improvements

Apply security and safety precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment and systems in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Identify, select and use relevant equipment, processes and procedures when manually sorting mail and parcels

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

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.

Work may be conducted:	in a range of work environments by day or night
Workplaces may comprise:	large, medium or small worksites
Operations may include:	shiftwork
Customers may be:	internal or external
Hazards may include:	vehicular traffic and pedestrians dust and vapours hazardous or dangerous materials humidity, air temperature lighting conditions machinery/equipment moving parts noise
Weighing devices may be:	mechanical automated weighbridge
Work priorities may be communicated through:	briefings noticeboards announcements
Equipment may include:	mail trays, tubs and bags sorting frame/bag rack scanners tipping belt knife pallet jack/maverick powered lifters king fishers scales

	carousel
	Unit Load Device (ULD) and Wheeled Unit Load Device (WULD)
	Vertical Sorting Frame (VSF) and Vertical Sorting Division (VSD)
	ULD tipper
	conveyor belts
	strapping machine
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	protective clothing
	high visibility clothing
Communication in the work area may include:	phone
	fax
	email
	electronic data transfer (EDI)
	RF systems
	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	workplace policies, operating procedures and practices
	Management Operating System (MOS)
	Management Information System (MIS)
	sorting system information which may include:
	postcode book, national sort plan and state sort plan
	post guide

international postcode directory
labels chart
mail identification numbers, codes and labels

manifests, consignment notes, bar codes,
mail and container identification
quality assurance procedures
induction documentation
competency standards and training materials
job specifications and procedures
award, enterprise bargaining agreement or
other industrial arrangements
manufacturers specifications
codes of practice, including national
standards for manual handling and the
industry safety code
supplier and or/client instructions
HAZCHEM chart/material safety data sheets
safety observation feedback program
emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations pertaining to
mail operations
Australian and international regulations and
codes of practice for the handling and
transport of dangerous goods and hazardous
substances
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations
equal opportunity, equal employment
opportunity and affirmative action legislation

Unit Sector(s)

Competency Field

A - Handling Cargo/Stock