



Australian Government

Department of Education, Employment and Workplace Relations

TLIA4707B Stream mail

Release: 1

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Modification History

Unit Descriptor

This unit involves the skills and knowledge required to stream mail in readiness for the next stage of processing in accordance with workplace requirements, including preparing to stream mail, streaming mail in accordance with workplace procedures, and finalising all required streaming operations. The process may include opening, facing up and traying mail.

Application of the Unit

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

Work is normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the streaming of mail 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 stream mail	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 Mail to be streamed is identified, accessed and prepared
2 Stream mail	2.1 Internal operating procedures and standards are applied to the streaming of mail 2.2 Mail is categorised and streamed accurately and correctly in compliance with priority for streaming 2.3 Mail is handled safely to minimise risk of injury to people and damage to mail
3 Complete streaming of mail	3.1 Mail containers are loaded onto appropriate mail movement device and labelled 3.2 Information required to complete records of mail processed is provided and recorded 3.3 Mail containers are transferred to next processing point using appropriate shifting equipment 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 streaming of mail

Focus of operation of work systems, equipment, management and site operating systems for the streaming of mail

Problems that may occur when streaming mail and appropriate action that can be taken to resolve avoid the problems

Requirements of mail streaming systems, operations and relevant equipment

Hazards that may occur during the streaming of mail and ways of controlling the risks involved

Relevant personal protective equipment and procedures for its use

Site layout

Required skills:

Communicate effectively with others when streaming mail

Read and interpret instructions, procedures and labels relevant to the streaming of mail

Complete documentation related to the streaming of mail

Work collaboratively with others when streaming mail

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 occur when streaming mail in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when streaming mail

Plan own work including predicting consequences and identifying improvements

Interpret and apply relevant agreements, codes of practice or other legislative requirements

Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist when streaming mail

Monitor work activities in terms of planned schedule

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 in accordance with standard operating procedures

Identify, select and use relevant equipment, processes and procedures when streaming mail

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

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
Facilities may be:	within an airport environment
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 insects
Weighing devices may be:	mechanical automated weighbridge
Work priorities may be communicated through:	briefings noticeboards announcements
Equipment may include:	streaming indicators kingfishers plastic and cardboard mail trays tubs receptacles BT lifting equipment label printer opening knife belts

	trolleys
	bins
	unit load device (ULD)
	wheeled unit load device (WULD)
	stillages
	forklifts
	pallet jack
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 including:
	postcode book, national sort plan and state sort plan
	postal guide
	international postcode directory

label charts

manifests, consignment notes, bar codes,
mail and container identification

mail identification numbers, codes and labels

machine equipment operations manuals

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