



Australian Government

Department of Education, Employment and Workplace Relations

TLID2907C Prepare articles for delivery

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organising articles for delivery, storing articles for delivery, and maintaining all required records.

Application of the Unit

Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under indirect supervision. It involves the application of the basic principles and routine procedures to the preparation of articles for delivery.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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 Check and organise articles for delivery	1.1 Articles are inspected to ensure that they meet all specified criteria 1.2 Articles for delivery are sorted into groups according to specified sorting criteria 1.3 Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace procedures 1.4 Processing of articles is monitored to ensure a secure and effective workflow
2 Store articles for delivery	2.1 Appropriate manual handling practices are used to shift and sort articles 2.2 Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run 2.3 Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures
3 Maintain records	3.1 Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures 3.2 Records are stored in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant state/territory mass and loading regulations

OH&S procedures and guidelines concerning the preparation of articles for mail delivery

Risks when preparing articles for delivery and related precautions to control the risk

Workplace procedures and policies for the preparation of articles for the sorting and storing of mail

Problems that may arise when preparing articles for delivery and actions that should be taken to prevent or solve them

Housekeeping standards procedures required in the workplace

Methods of securing mail articles

Required skills:

Communicate effectively with others when preparing articles for delivery

Read and interpret instructions, procedures, information and signs relevant to the preparation of articles for delivery

Interpret and follow operational instructions and prioritise work

Complete documentation related to the preparation of articles for delivery

Estimate the size, shape and special delivery requirements of mail articles

Work collaboratively with others when preparing articles for delivery

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

Promptly report and/or rectify any identified problems that may arise when preparing articles for delivery in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of articles for delivery

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

Identify and correctly use equipment required to sort and store mail

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

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.

Operations may be conducted:	- in a range of work environments and weather conditions - by day or night
Customers may be:	internal or external
Operations may be undertaken:	on or off base site
Specified inspection criteria for mail may include:	- address details are complete - correct postage is paid for the size, weight and type of article - the packaging of articles is secure to prevent loss or damage of contents during delivery
Sorting criteria for mail may include:	- address and delivery run - the type of article or postage delivery paid - the priority of delivery - workplace procedures/practices
Hazards may include:	- vehicular traffic and pedestrians - uneven ground, steps, road surfaces - dust and vapours - hazardous or dangerous materials - humidity, air temperature and radiant heat - light including UV - noise
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Personal protective equipment may include:	- gloves - safety headwear and footwear - sunglasses and UV protection

	two-way radios
	high visibility clothing
Consultative processes may involve:	clients
	other employees and supervisors
	management
	union representatives
	industrial relations, OH&S specialists
	other professional or technical staff
Communication in the work area may include:	fixed phone
	mobile phone
	fax
	email
	internet
	radio
	oral, aural or signed communications
Information/documents may include:	operations manuals
	induction documentation
	competency standards and training materials
	manufacturers specifications for relevant equipment
	Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail
	workplace procedures and policies for the preparation of mail for delivery
	supplier and/or client instructions
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	state/territory roads and traffic authority road rule and licence requirements
	Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and

other relevant regulations pertaining to the
delivery of mail

relevant state/territory environmental
protection legislation

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling