



Australian Government

Department of Education, Employment and Workplace Relations

TLIW607B Operate computerised mail and parcels sorting equipment

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge to operate computerised mail and parcels sorting equipment in accordance with workplace requirements including setting up mail and parcels sorting equipment for operation, operating the equipment in accordance with workplace procedures, and completing the sorting process for mail and parcels as required. The process includes containerising processed mail and parcels 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 out-station environment.

Work involves the application of workplace procedures and regulatory requirements to the operation of computerised mail and parcels sorting equipment as part of work activities in the postal and allied industries.

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 Set up mail and parcels sorting equipment for operation	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 relevant mail and parcels sorting equipment are identified, accessed and applied 1.3 The availability of mail and parcels to be sorted is identified and confirmed 1.4 The appropriate equipment configuration and sort plan is identified, accessed and applied 1.5 Mail and parcels to be sorted are transferred to sorting point 1.6 Labels for identifying the destination of mail are created and affixed to trays
2 Operate mail and parcels sorting equipment	2.1 Internal operating procedures and equipment operating procedures are applied 2.2 Mail and parcels are sorted accurately and correctly in compliance with priority for sorting 2.3 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels and processing equipment 2.4 Mail and parcels that are incorrectly classified and non-conforming items are identified, separated and re-processed 2.5 Mail and parcels that have been sorted to their correct destination are placed in appropriate mail container for distribution

**3 Complete sorting process
for mail and parcels**

- 3.1 Mail and parcels stackers/containers/bags are cleared down, sealed and labelled in accordance with workplace procedures
- 3.2 Mail and parcels are transferred to next sorting point using appropriate shifting equipment, and labels are 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 operation of computerised mail and parcels sorting equipment

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

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

Requirements of automated mail processing systems, operations and relevant equipment

Hazards that may occur during the operation of computerised mail and parcels sorting equipment 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 operating computerised mail and parcels sorting equipment

Read and interpret instructions, procedures, information and labels relevant to the operation of computerised mail and parcels sorting equipment

Interpret and follow operational instructions and prioritise work when operating computerised mail and parcels sorting equipment

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

Complete documentation related to the operation of computerised mail and parcels sorting equipment

Operate electronic communication equipment to required protocol

Work collaboratively with others when operating computerised mail and parcels sorting

equipment

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 operating computerised mail and parcels sorting equipment in accordance with regulatory requirements and workplace procedures

Plan own work including predicting consequences and identifying improvements

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 equipment

Select and use required personal protective equipment

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

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 multi-line OCR AEG OCR bar code sorter flat sorting machine large parcels sorting machine small parcels sorting machine large letters sorting machine flat mail OCR

scanners
tipping belt
pallet jack/maverick
powered lifters
kingfishers
scales
Unit Load Devices (ULDs) and Wheeled
Unit Load Devices (WULDs)
Vertical Sorting Frame (VSF) and Vertical
Sorting Divisions (VSDs)
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 including:

postcode book, national sort plan and state sort plan

postal guide

international postcode directory

label charts

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/MSDS

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)

Not applicable.

Competency Field

W - Carrying out Operations on Equipment and Systems