



Australian Government

Department of Education, Employment and Workplace Relations

TLIH2003A Prioritise courier/delivery operations

Release: 1

TLIH2003A Prioritise courier/delivery operations

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to coordinate and prioritise courier/delivery operations including identifying work requirements, planning and preparing for work, undertaking work operations, adjusting to changing work priorities, and completing work activities to operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to the prioritisation of courier/delivery operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT

PERFORMANCE CRITERIA

1 Identify work requirements

- 1.1 Work requirements and specific customer requirements interpreted and, where necessary, clarified
- 1.2 Pick-up and delivery points are located
- 1.3 Size, weight and configuration of materials to be couriered are identified
- 1.4 Equipment required to facilitate pick-up and delivery is identified

2 Plan and prepare for work

- 2.1 Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities
- 2.2 Planned steps and outcomes are checked to ensure conformity with instructions and work requirements
- 2.3 Work sequence is identified and, where necessary, relayed to base
- 2.4 Required resources are selected

3 Undertake work operations

- 3.1 Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator
- 3.2 Difficulties/uncertainties occurring during operations are identified and alternative strategies determined
- 3.3 Pick-up and delivery of materials is undertaken in accordance with workplace quality procedures

4 Adjust to changing work priorities

- 4.1 Work plan or route is adjusted/modified to meet changing priorities and circumstances
- 4.2 Changes to work plan are relayed to base

5 Complete work operations

- 5.1 Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes
- 5.2 Workplace documentation is completed
- 5.3 Operational capacity of equipment is checked and returned to storage area (where applicable)
- 5.4 Security of goods is maintained in accordance with enterprise procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant state and territory mass and loading regulations
- National Load Restraint Guide
- OH&S procedures and guidelines relevant to courier and cargo delivery operations
- Risks in courier and delivery operations and related precautions to control the risk
- Workplace procedures and policies for the coordination and prioritisation of courier/delivery operations
- Typical problems that may arise when prioritising courier and cargo delivery operations and appropriate action that should be taken
- Security policies and procedures
- Housekeeping standards and procedures required in the workplace
- Requirements of cargo delivery and courier work systems and operations and relevant equipment
- Methods and strategies for the prioritisation of courier and cargo delivery operations

Required skills:

- Communicate effectively with others when prioritising courier and cargo delivery operations
- Read and interpret instructions, procedures, information and labels relevant to courier and cargo delivery operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to prioritising courier and cargo delivery operations
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special delivery requirements of mail articles
- Work collaboratively with others when prioritising courier and cargo delivery operations
- 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 prioritising courier and cargo delivery operations in accordance with workplace procedures
- Implement contingency plans for unexpected developments and security situations that may be identified when prioritising courier and cargo delivery operations
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified when prioritising courier and cargo delivery operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments

Required skills:

- Apply an understanding of fatigue management policies and regulations when prioritising courier and cargo delivery operations
- 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 when coordinating courier and cargo delivery operations
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide**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/or 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 equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a

EVIDENCE GUIDE

registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment 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.

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| Operations may be conducted: | <ul style="list-style-type: none">• in a range of work environments and weather conditions• by day or night |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Operations may be: | <ul style="list-style-type: none">• undertaken on- or off-base site |
| Equipment required to facilitate pick-up and delivery may include: | <ul style="list-style-type: none">• trolleys• lifting devices• rollers• tarpaulins• packing materials• ropes• securing devices |
| Difficulties/uncertainties may include: | <ul style="list-style-type: none">• road and traffic conditions• changing weather conditions• time of travel• load requirements• changes in delivery and pick-up instructions |
| Hazards may include: | <ul style="list-style-type: none">• 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 |

RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• noise • company procedures • enterprise procedures • organisational procedures • established procedures
Consultative processes may involve:	• clients • other employees and supervisors • management • union representatives • industrial relations, Occupational Health and Safety 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
Personal protective equipment may include:	• gloves • safety headwear and footwear • sunglasses and UV protection • two-way radios • high visibility clothing
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/courier items • workplace procedures and policies for the prioritisation of courier/delivery operations • supplier and/or client instructions • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and	• state/territory roads and traffic authority road rule and

RANGE STATEMENT

legislation may include:

- 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

Competency Field

H - Route Planning and Navigation