



Australian Government

Department of Education, Employment and Workplace Relations

TLIPC1004A Complete courier delivery operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the fundamental knowledge and skills required to complete real or simulated courier delivery operations. It includes clarifying and organising the operations, planning the pick-up and delivery route(s), picking up item(s) from customers, delivering items to correct addresses, completing transactions with customers and maintaining records of courier delivery operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications within a Pathways Certificate I aimed at providing entry level skills and knowledge in the area of courier and delivery operations. It should be regarded as an integrating project unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to real or simulated work activities and related workplaces in the transport and logistics industry.

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 Clarify and organise pick-up and delivery operations	1.1 Work requirements and specific customer needs are interpreted and, where necessary, clarified 1.2 Pick-up and delivery points are located 1.3 Size, weight and configuration of items to be delivered are identified and where necessary measured 1.4 Resources required to facilitate pick-up and delivery are identified and prepared for use
2 Plan pick-up and delivery route	2.1 Pick-up and delivery route is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities 2.2 Items to be delivered are sorted accurately into route order 2.3 Items to be delivered are handled in a manner that minimises the risk of damage 2.4 Special items are identified accurately 2.5 Items to be delivered are organised into bundles and kept in sequence for delivery 2.6 Items to be delivered are handled securely
3 Pick-up items to be delivered	3.1 Items are picked up within specified times 3.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss 3.3 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services
4 Deliver items to correct addresses	4.1 Deliveries are completed within specified times 4.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss 4.3 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately 4.4 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services
5 Complete transactions with customers	5.1 Amount owing is noted from the delivery advice or invoice and customer is advised 5.2 Transactions (where applicable) are completed in accordance with workplace policy and procedures 5.3 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
6 Maintain records of courier delivery	6.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant

ELEMENT**operations****PERFORMANCE CRITERIA**

person

6.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures

6.3 Documentation and records are completed, checked for accuracy and given promptly to the appropriate persons

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Pick-up and delivery procedures, policies and instructions
- Relevant workplace standards and duty of care requirements
- Safe lifting and carrying policies and procedures
- Basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules and to complete any financial transactions involved
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical mathematical problems involved in courier delivery operations and appropriate action and solutions
- Systems and equipment used during pick-up and delivery processes and the instructions, processes and precautions for their use

Required skills:

- Use literacy skills for written and verbal communication as may be required in courier pick-up and delivery operations
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Interpret and follow a set of instructions for a pick-up and delivery operation
- Plan a route and schedule to complete required workplace tasks
- Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
- Work cooperatively and collaboratively with others to complete pick-up and delivery tasks
- Adapt and modify pick-up and delivery activities depending on differing workplace contexts, resources and environment
- Use appropriate techniques solve or report problems identified when completing pick-up and

Required skills:

delivery operations

- Complete calculations required for transactions when completing pick-up and delivery operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use mobile phones and any other equipment and technology required to complete pick-up and delivery tasks
- Keep required records of pick-up and delivery operations
- Recognise and adapt appropriately to cultural differences experience when completing pick-up and delivery operations, including modes of behaviour and interactions among staff and customers
- Recognise limitations, ask for help or information about work requirements and procedures

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

EVIDENCE GUIDE

	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 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.

Dependent on the type of pick-up and delivery service being provided, pick-up and delivery points may be to:	• personal work areas within an organisation or on a worksite • residential or business addresses in an area
Dependent on the type of pick-up and delivery service being provided, resources may include:	• communications technology such a mobile • sorting and processing equipment (where applicable) • street maps or layouts of buildings or sites • directories of addresses within an organisation • telephone directories • delivery technology such as a delivery satchel, trolley, bicycle or motorcycle (where applicable)
Items to be picked up or delivered may include:	• letters • parcels • boxes • files • bulky items
Special items may include:	• fragile items • bulky items • heavy items • registered items

RANGE STATEMENT

Ways in which items may be kept secure include:

- packing them in the bags/satchels provided
- storing them in a locked storage area or bag
- ensuring that items are not dropped or damaged
- ensuring that items are kept under close observation during delivery and pick-up operations

Dependent on the type of pick-up and delivery service being provided, transactions may include:

- cash
- cheques
- credit arrangements
- other non-cash forms of transaction

Information and documents may include:

- applicable regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role
- records of deliveries and pick-ups
- receipts for items picked up
- receipts for transactions completed
- records of financial transactions
- records and customer advice in situations where delivery or pick-up could not be completed

Applicable legislation, regulations and codes may include:

- applicable regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

PC - Pathways Certificate