



Australian Government

Department of Education, Employment and Workplace Relations

TLIW3006A Operate computerised mail and parcels sorting equipment

Release: 1

TLIW3006A Operate computerised mail and parcels sorting equipment

Modification History

Not Applicable

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

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 Set up mail and parcels sorting equipment for operation | <ul style="list-style-type: none">1.1 Individual and work team priorities and responsibilities are identified and confirmed1.2 All OH&S and environment protection procedures and requirements for the relevant mail and parcels sorting equipment are identified, accessed and applied1.3 The availability of mail and parcels to be sorted is identified and confirmed1.4 The appropriate equipment configuration and sort plan is identified, accessed and applied1.5 Mail and parcels to be sorted are transferred to sorting point1.6 Labels for identifying the destination of mail are created and affixed to trays |
| 2 Operate mail and parcels sorting equipment | <ul style="list-style-type: none">2.1 Internal operating procedures and equipment operating procedures are applied2.2 Mail and parcels are sorted accurately and correctly in compliance with priority for sorting2.3 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels and processing equipment2.4 Mail and parcels that are incorrectly classified and non-conforming items are identified, separated and re-processed2.5 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 | <ul style="list-style-type: none">3.1 Mail and parcels stackers/containers/bags are cleared down, sealed and labelled in accordance with workplace procedures3.2 Mail and parcels are transferred to next sorting point using appropriate shifting equipment, and labels are scanned as required3.3 Information required to complete records of mail and parcels processed is provided and recorded3.4 Excess equipment is removed and work area is prepared for next activity/shift |

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:

- 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

Required skills:

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

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 registered training organisation
- As a minimum, assessment of knowledge must be

EVIDENCE GUIDE

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.

- | | |
|--|--|
| Work may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by day or night |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites |
| Operations may include: | <ul style="list-style-type: none">• shiftwork |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Hazards may include: | <ul style="list-style-type: none">• 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: | <ul style="list-style-type: none">• mechanical• automated• weighbridge |
| Work priorities may be communicated through: | <ul style="list-style-type: none">• briefings• noticeboards• announcements |
| Equipment may include: | <ul style="list-style-type: none">• mail trays, tubs and bags• multi-line OCR• AEG OCR• bar code sorter• flat sorting machine |

RANGE STATEMENT

	• 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

RANGE STATEMENT

Applicable regulations and legislation may include:

- 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
- 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

Competency Field

W - Equipment and Systems Operations