

Training Package	Retail Services (SIR07)/Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBINM202A	Handle mail	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Knowledge Management – Information Management
Application of the unit	This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of mail handling in a defined context, under direct supervision or with limited individual responsibility.
Employability skills	This unit contains employability skills.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> working with a variety of incoming and outgoing mail applying carriers' and organisational requirements (e.g. postal and courier) knowledge of relevant legislation. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> access to an actual workplace or simulated environment access to office equipment and resources examples of correspondence and parcels for sorting and despatch. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate review of incoming and outgoing mail registers analysis of responses to case studies and scenarios demonstration of techniques oral or written questioning to assess knowledge of procedural requirements for receiving/ despatching and prioritising correspondence. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> general administration units other information management units.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to receive instructions of several steps to complete task, to give information to others, and to consult with or question supervisor and peers to clarify information
- literacy skills to keep records, to check accuracy of written material and to follow policies and procedures
- numeracy skills to check weights and addresses; and to sort, collate and estimate time for mail despatches and bulk mail outs
- problem solving skills to choose appropriate method for urgent delivery
- technology skills to use electronic mail.

Required knowledge

- Australian geography and postal codes
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies and procedures specific to handling electronic mail procedural requirements for receiving/despatching and prioritising correspondence
- range of mail services available.

Element	Performance Criteria	Range Statement
1 Receive and distribute incoming mail	1.1 Ensure that <i>incoming mail</i> is <i>checked</i> and <i>registered</i> in accordance with organisational policies and procedures.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><i>Incoming mail</i> may include:</p> <ul style="list-style-type: none"> • confidential/personal • electronic (e.g. faxes, emails to central address) • external • internal • journals/magazines • letters • paper based • urgent • other forms of correspondence. <p><i>Checking mail</i> may include:</p> <ul style="list-style-type: none"> • enclosures • mail marked confidential, urgent or personal • mail sent express post or registered • mail that has been damaged • mail that looks suspicious. <p><i>Registering mail</i> may include:</p> <ul style="list-style-type: none"> • assigning file number • addressee • condition of mail item (e.g. damaged, no return address) • contents e.g. cheque • date received • sender • subject.
	1.2 Identify titles and locations of company personnel and departments.	
	1.3 Identify and <i>distribute urgent and confidential mail</i> in accordance with organisational requirements.	<p><i>Distributing urgent and confidential mail</i> may include:</p> <ul style="list-style-type: none"> • immediate, hand delivery, express post, registered • separating and prioritising urgent mail.

Element	Performance Criteria	Range Statement
	1.4 <i>Sort</i> and despatch mail to <i>nominated person/location</i> in accordance with organisational requirements.	<p>Sorting mail may include:</p> <ul style="list-style-type: none"> • adding a circulation slip • separating by order of importance for each individual • separating internal (organisational) mail and external mail • separating junk mail • separating urgent mail to be distributed first • sorting by departments • sorting by location • sorting by seniority of personnel • sorting invoices, cheques and accounts. <p>Nominated person/location may include:</p> <ul style="list-style-type: none"> • administrative support person • department • individual addressee.
	1.5 Record and/or report <i>damaged, suspicious or missing items</i> and take <i>appropriate action</i> in accordance with organisational policies and procedures.	<p>Damaged, suspicious or missing items may include:</p> <ul style="list-style-type: none"> • mail exposed to weather (e.g. water damage from rain) • mail roughly handled (e.g. broken contents, torn address labels) • mail that looks like it has been interfered with (re sealed mail) • mail that looks unusual • mail that makes noises • mail that smells strange • pilfered mail (contents may be missing, parcels slit open). <p>Appropriate action in relation to damaged, missing or suspicious items may include:</p> <ul style="list-style-type: none"> • immediately calling supervisor or security staff • contacting sender to ensure everything sent was received • filling out forms for sender's insurance company • negotiating replacement of missing or damaged items with sender • not touching or moving suspicious mail.
2 Collect and despatch outgoing mail	2.1 Collect, check and sort outgoing mail to ensure all items are <i>correctly prepared for despatch</i> in accordance with organisational policies and procedures.	<p>Correctly preparing items for despatch may include:</p> <ul style="list-style-type: none"> • checking enclosures • checking letter and envelope are addressed to same person • checking the address is not obscured • checking letter has been signed • checking return address is included • checking address details and layout are correct • determining most appropriate carrier • ensuring correct requirements for chosen carrier are being followed • preparing bulk mail outs.

	<p>2.2 Record and process outgoing <i>mail for despatch</i> in accordance with <i>organisational requirements</i>.</p>	<p>Recording outgoing mail may include:</p> <ul style="list-style-type: none"> • electronic (specialist software, database, spreadsheet systems) • paper based (mail book, form, file). <p>Processing mail for despatch may include:</p> <ul style="list-style-type: none"> • calculating and paying for postage • DX mail • registering mail. <p>Processing in accordance with <i>organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • addressee/organisation • appropriate carrier (courier, normal mail, express post) • date of despatch • receipts attached where appropriate • reference number • sender • sender's department.
	<p>2.3 Despatch mail to meet designated time lines.</p>	
<p>3 Organise urgent and same day deliveries</p>	<p>3.1 Evaluate delivery options and select best option.</p>	<p>Delivery options may include:</p> <ul style="list-style-type: none"> • courier • express mail • overnight bag. <p>Best option may include:</p> <ul style="list-style-type: none"> • cost • delivery location • nature of contents (bulky, fragile, confidential) • quantity of delivery items • time constraints.
	<p>3.2 Prepare items for urgent delivery in accordance with organisational requirements and carrier specifications.</p>	
	<p>3.3 Organise lodgement or pick up of emergency deliveries and follow up if necessary.</p>	