## Unit code and title

<table>
<thead>
<tr>
<th>Training Package</th>
<th>HSC Requirements and Advice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Services (SIR07)/Business Services (BSB07)</td>
<td>HSC Indicative Hours 15</td>
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<tr>
<th>Unit code</th>
<th>Unit title</th>
<th>HSC Indicative Hours</th>
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<tbody>
<tr>
<td>BSBINM202A</td>
<td>Handle mail</td>
<td>15</td>
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### 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

- Evidence of the following is essential:
  - working with a variety of incoming and outgoing mail
  - applying carriers’ and organisational requirements (e.g. postal and courier)
  - knowledge of relevant legislation.

#### Context of and specific resources for assessment

- Assessment must ensure:
  - access to an actual workplace or simulated environment
  - access to office equipment and resources
  - examples of correspondence and parcels for sorting and despatch.

#### Method of assessment

- A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
  - 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.

#### Gather information for assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
  - general administration units
  - other information management units.
# Required Skills and Knowledge

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

<table>
<thead>
<tr>
<th>Required skills</th>
<th>Required knowledge</th>
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<tbody>
<tr>
<td>• 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</td>
<td>• Australian geography and postal codes</td>
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<tr>
<td>• literacy skills to keep records, to check accuracy of written material and to follow policies and procedures</td>
<td>• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:</td>
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<tr>
<td>• numeracy skills to check weights and addresses; and to sort, collate and estimate time for mail despatches and bulk mail outs</td>
<td>- anti discrimination legislation</td>
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<tr>
<td>• problem solving skills to choose appropriate method for urgent delivery</td>
<td>- ethical principles</td>
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<td>• technology skills to use electronic mail</td>
<td>- codes of practice</td>
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<td>- privacy laws</td>
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<td></td>
<td>- occupational health and safety (OHS)</td>
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<td></td>
<td>• organisational policies and procedures specific to handling electronic mail procedural requirements for receiving/despatching and prioritising correspondence</td>
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<td></td>
<td>• range of mail services available.</td>
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<tr>
<td>Element</td>
<td>Performance Criteria</td>
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<tr>
<td>1</td>
<td>Receive and distribute incoming mail</td>
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<tr>
<td>Element</td>
<td>Performance Criteria</td>
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</table>
| 1.4     | **Sort** and despatch mail to **nominated person/location** in accordance with organisational requirements. | **Sorting** mail may include:  
- 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.  
**Nominated person/location** may include:  
- administrative support person  
- department  
- individual addressee. |
| 1.5     | Record and/or report **damaged, suspicious or missing items** and take **appropriate action** in accordance with organisational policies and procedures. | **Damaged, suspicious or missing items** may include:  
- 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).  
**Appropriate action** in relation to damaged, missing or suspicious items may include:  
- 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 **correctly prepared for despatch** in accordance with organisational policies and procedures. | **Correctly preparing items for despatch** may include:  
- 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. |
2.2 **Record and process outgoing mail for despatch** in accordance with organisational requirements.

- **Recording** outgoing mail may include:
  - electronic (specialist software, database, spreadsheet systems)
  - paper based (mail book, form, file).

- **Processing mail for despatch** may include:
  - calculating and paying for postage
  - DX mail
  - registering mail.

**Processing** in accordance with organisational requirements may include:
- addressee/organisation
- appropriate carrier (courier, normal mail, express post)
- date of despatch
- receipts attached where appropriate
- reference number
- sender
- sender’s department.

2.3 Despatch mail to meet designated time lines.

3 Organise urgent and same day deliveries

| 3.1 | Evaluate delivery options and select best option. | **Delivery options** may include:
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<tr>
<td></td>
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<td>• courier</td>
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<td>• express mail</td>
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<td>• overnight bag.</td>
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**Best option** may include:
- cost
- delivery location
- nature of contents (bulky, fragile, confidential)
- quantity of delivery items
- time constraints.

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<tr>
<th>3.2</th>
<th>Prepare items for urgent delivery in accordance with organisational requirements and carrier specifications.</th>
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| 3.3 | Organise lodgement or pick up of emergency deliveries and follow up if necessary. |