### Training Package
Retail Services (SIR07)

### Unit title
Handle mail received in a retail environment

### Unit code
SIRRPOS002A

### Competency field
Retail Post

### Sector
Retail

### HSC Indicative Hours
15

### Unit descriptor
This unit describes the performance outcomes, skills and knowledge required for receiving mail in a retail postal environment.

### Prerequisite units
Nil

### Application of the unit
This competency applies to frontline service personnel. It requires the team member to consistently apply postal outlet policy and procedures, identifying customer requirements, suggesting optional mail services, and safely and securely handling processing and recording mail items received according to established guidelines to meet customer needs.

### Employability Skills
The required outcomes described in this unit contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

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

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit
- locates, interprets and applies relevant information, which may include OHS and environmental requirements and postal enterprise operating procedures and policy
- works effectively with others in the workplace
- uses postal enterprise electronic systems for receipt of mail
- uses appropriate methods to secure and present mail
- defuses situations in which customers are aggressive

#### Context of and specific resources for assessment
- a real or simulated work environment
- relevant documentation, such as:
  - mail items and associated documentation, including customer specifications
  - charging guidelines.

#### Methods of assessment
A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

#### Assessing Employability Skills
Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.
<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d</th>
<th>Methods of assessment cont/d</th>
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</table>
| • conveys information effectively in verbal and written form  
• maintains workplace records and documentation  
• provides effective and professional customer service  
• selects and uses appropriate workplace colloquial and technical language. | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
### Required Skills and Knowledge

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

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<thead>
<tr>
<th>The following <strong>skills</strong> must be assessed as part of this unit:</th>
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<tbody>
<tr>
<td>• application of postal enterprise work procedures</td>
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<tr>
<td>• appropriate application of operational procedures and customer service standards for the receipt of mail in a retail postal environment</td>
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<td>• identification and correct use of equipment, processes, systems and procedures</td>
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<td>• application of relevant agreements, codes of practice and other legislative requirements</td>
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<td>• planning own work, including predicting consequences and identifying improvements</td>
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<td>• interpersonal communication skills to:</td>
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<td>- explore customer requirements in relation to offering optional mail service</td>
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<td>- check customer details and provide assistance to ensure accuracy through clear and direct communication</td>
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<td>- ask questions to identify and confirm requirements</td>
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<td>- use language and concepts appropriate to cultural differences</td>
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<td>- use and interpret non-verbal communication.</td>
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<table>
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<tr>
<th>The following <strong>knowledge</strong> must be assessed as part of this unit:</th>
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<tbody>
<tr>
<td>• postal enterprise policy and procedures in regard to:</td>
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<tr>
<td>- mail acceptance procedures</td>
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<tr>
<td>- mail processing in a retail environment</td>
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<td>• relevant available product and service options</td>
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<td>• relevant legislation and statutory requirements</td>
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<td>• relevant OHS and environmental requirements</td>
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<td>• impact of job on facility and team performance</td>
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<td>• focus of work systems, equipment, management and operating systems.</td>
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<tr>
<td>Element</td>
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<tr>
<td>1 Accept mail in a retail environment</td>
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| 1.1 Follow and apply *established laws, by-laws and procedural guidelines* whilst receiving *mail*. | The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording in the Performance Criteria is detailed below. *Established laws, by-laws and procedural guidelines* may include:  
• postal enterprise policy, operating procedures, systems and practices  
• postal regulations  
• customer service standards and procedures  
• quality assurance procedures  
• codes of practice, including National Standards for Manual Handling and Industry Safety Code  
• enterprise codes of practice relating to regulations for handling dangerous and illegal goods  
• equal employment opportunity (EEO), affirmative action and anti-discrimination legislation  
• GST legislation.  
*Mail* may include:  
• internal mail  
• external mail  
• letters  
• boxes  
• parcels  
• bulk mail. | |
| 1.2 Keep mail secure to minimise *risks to mail security*. | *Risks to mail security* may include:  
• damage  
• theft  
• mis-sort  
• mis-deliver  
• loss  
• fraudulent activity. | |
| 1.3 Receive items requiring special treatment as specified and complete relevant documentation accurately and promptly. | | |
| 1.4 Explore *customer* requirements in relation to offering *optional mail services.* | *Customers* may include:  
• new or repeat contacts  
• external and internal contacts | |
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<th>Performance Criteria</th>
<th>Range Statement</th>
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|         |                      | **customers with routine or special requests**  
|         |                      | **people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.**  
|         |                      | **Optional mail services may include:**  
|         |                      | • speed  
|         |                      | • signature  
|         |                      | • insurance  
|         |                      | • collection services.  
| 1.5     | Conduct contact with customers courteously and in a manner that encourages customer loyalty. |  
| 2       | Process mail received in a retail environment | **Mail acceptance and processing procedures** may include:  
|         | 2.1 Process received mail according to postal enterprise mail acceptance and processing procedures. | • checking address and delivery instructions on mail items  
|         | 2.2 Check customer lodgement details and provide assistance as required to ensure accuracy. | • weighing or cubing as required  
|         | 2.3 Check mail items in relation to article number, volume, weight, mode of transport and destination according to postal enterprise policy and procedures. | • assigning appropriate charges  
|         | 2.4 Apply charges and process transaction according to postal enterprise policy and procedures for receiving cash or debiting customer account. | • revenue protection guidelines and local arrangements, as applicable  
|         | 3 Record mail lodgement and receipt details | • being vigilant for mail items that may contain dangerous or illegal goods  
|         | 3.1 Record details of mail lodgement and receipt according to postal enterprise policy and procedures and customer requirements. | • categorising  
|         |                      | • sequencing  
|         |                      | • isolating  
|         |                      | • the application of technology, such as track and trace scanning when processing.  

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| 3.2     | Finalise *mail lodgement and receipt details*, check them for accuracy, and forward promptly to the appropriate person or destination. | *Lodgement and receipt details* may be:  
- in document form  
- in electronic form. |
| 3.3     | Provide customer with receipt according to postal enterprise policy and procedures. |