
PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Handle mail - BSBINM202A

Target groups Those wishing to gain skills and qualifications focused on generic areas of employment in a business environment such as organisation and communication skills, service delivery, mail handling and workplace safety. They would be desirous of gaining qualifications to perform workplace activities under direct or regular supervision and may be reinforcing and/or enhancing an existing employment position. Workers in this field may be employed in a diverse range of businesses of various sizes.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Role-play	Develop understanding and ability to sort, check and register incoming mail and despatch to nominated person/location in accordance with organisational requirements. Includes correct handling of damaged, suspicious or missing items.	
Project work	Develop ability to collect, check and sort mail in preparation for despatch and to record and process in accordance with organisational requirements and to meet designated timelines.	
Practical exercise	Develop ability to organise urgent and same day deliveries in accordance with organisational requirements including the selection of best option.	
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

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ASSESSMENT

Strategies	Performance Indicators	Resources
Project work	Demonstrate knowledge of the organisation's policies and procedures relating to mail and electronic mail and ability to sort, check and register incoming mail and despatch to nominated person/location in accordance with organisational requirements. Includes correct handling of damaged, suspicious or missing items.	Access to relevant policies and procedures.
	Demonstrate knowledge of carriers' requirements (eg postal and courier) and handle mail in preparation for despatch and to record and process in accordance with organisational requirements and to meet designated timelines.	
Practical exercise	Demonstrate ability to organise urgent and same day deliveries in accordance with organisational requirements including justification for choice of carrier for urgent and same day deliveries	Access to resources and equipment normally used in the workplace.
	Demonstrate ability to handle electronic mail in accordance with organisational requirements.	
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	All elements	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting.

List any special requirements / issues / amendments for any particular target group.