

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Conduct routine administrative tasks
2. Code	LOCUOM204A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of conducting routine administrative tasks with reference to relevant workplace administration requirements, and operating procedures.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Relevant knowledge of workplace administration</p> <ul style="list-style-type: none"> • Know about relevant principles of workplace administration • Understand business operations of logistics related industries • Understand company policy and relevant regulatory requirements <p>6.2.1 Receive and dispatch article or mail</p> <ul style="list-style-type: none"> • Check and register incoming article or mail to ensure records accuracy • Collect, check, and sort outgoing article or mail from required organisation to ensure all items are ready for dispatch • Identify and distribute confidential and urgent items to the addressee • Sort and dispatch items to nominated location • Collate and record items in the register and dispatch within designated timelines • Record and report suspicious, damaged, or missing items <p>6.2.2 File documents</p> <ul style="list-style-type: none"> • Classify, sort and file documents • Refer classification uncertainties to relevant personnel • Identify and retrieve documents • Locate specified records/files within designated timelines • Extract located files from system and dispatch to nominated person • Follow confidentiality and security procedures <p>6.2.3 Receive and relay written and oral messages</p> <ul style="list-style-type: none"> • Receive and accurately record messages • Clarify uncertainty areas with conveyor of the message • Relay messages to nominated person within timelines
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of receiving and dispatching articles • Capable of classifying, sorting and filing documents • Capable of receiving and accurately recording messages
8. Remarks	