

## Information sheet



# POST OFFICE MANAGER

(ANZSCO Code: 142115)

Group C



### About this document

- » The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- » Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education, Skills and Employment.
- » The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- » Integrity checks may be conducted to verify the qualification and employment claims made in an application.

### Job description

A Post Office Manager organises and controls the operations of a post office.

### Occupations not considered under this ANZSCO code:

- » Retail Manager (General)
- » Postal Services Officer
- » Mail and Parcel Officer
- » Betting Agency Manager
- » Newsagent

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

### Post Office Manager is a VETASSESS Group C occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Diploma or higher.

Applicants can fulfil the assessment criteria for this occupation in four different ways.














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Infosheet: Post Office Manager ANZSCO Code: 142115  
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## Qualification and employment criteria

Applicants must have fulfilled at least one of the following four criteria (1–4):

GROUP C	Criteria for a positive Skills Assessment			
	Minimum comparable Diploma or higher AQF level	With highly relevant major field of study	Additional highly relevant qualifications*	Highly relevant employment duration**
1	 +	 +	N/A	 1 YEAR minimum
2	 +	No highly relevant major	 Minimum AQF Certificate IV level with highly relevant major	 1 YEAR minimum
3	 +	No highly relevant major	No additional highly relevant qualifications	 2 YEARS minimum
Pre-qualification methodology can apply to Group C occupations				
	Highly relevant employment duration**	With or without highly relevant major field of study	Additional highly relevant qualifications*	Minimum comparable Diploma or higher AQF level
4	 +  Within last 5 years	+ N/A	+ N/A	

\* Additional qualifications in a highly relevant field of study include those comparable to the following levels:

- AQF Diploma
- AQF Advanced Diploma
- AQF Associate Degree or
- AQF Graduate Diploma

\*\* Highly relevant paid employment duration (20 hours or more per week)

**1-3**

minimum years of employment highly relevant to the nominated occupation, completed at an appropriate skill level in the five years before the date of application for a Skills Assessment.

**4**

minimum 4 years of relevant employment required – three years of relevant employment (can be outside the last 5-year period) in addition to at least one year of highly relevant employment within the last five years before applying.



## Qualification and employment criteria continued...

\*If employment is prior to the completion of the qualification at the required level, an applicant must have at least one year of highly relevant employment at an appropriate skill level within the last five years. The remaining three years of pre-qualifying period may be within the last ten years.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

### Qualification

AQF Diploma or higher qualification. This includes qualifications assessed at AQF Advanced Diploma, Associate Degree, Bachelor, Master and Doctoral level.

Highly relevant major fields of study include:

- » Retail Management
- » Business Management
- » Business Administration

### Employment

Highly relevant tasks include, but are not limited to:

- » Determining product mix, stock levels and service standards
- » Formulating and implementing purchasing and marketing policies, and setting prices
- » Promoting and advertising the establishment's goods and services
- » Selling goods and services to customers and advising them on product use
- » Maintaining records of stock levels and financial transactions
- » Undertaking budgeting for the establishment
- » Controlling selection, training and supervision of staff
- » Ensuring compliance with occupational health and safety regulations.

## Additional tasks may include:

- » Supporting the development and successful implementation of the post office's annual plan
- » Supervising the logistics of mail delivery and directing post office retail operations
- » Implementing and monitoring security procedures in post offices for dealing with mail, cash and valuables
- » Providing advice to customers on postal matters, and handling complaints.

### Employment information

In Australia post offices operate in three key areas: letters and associated services, retail merchandise and third-party agency services, and parcels and logistics for both domestic and international markets. Services rendered by post offices include postal services (mail/parcel/logistics), banking and insurance services, bill payment, remittance services, digital services and parcel lockers.

The range of services provided usually depends on the size and type of post office. Most of the Australian post office network is operated by private individuals acting as licensees, agents or franchisees. These Licensed Post Offices (LPOs) may be run solely as a Post Office or in conjunction with another business. LPOs offer a wide range of postal products and services, and may also offer additional products.

Community Postal Agents (CPAs), on the other hand, mostly operate as part of another business, such as a general store. CPAs offer limited mail and postage services. At a minimum, they offer basic postage assessment, stamp sales and over-the-counter mail acceptance and delivery. They do not offer agency services such as bill payment and banking. CPA employment may not therefore be accepted under the occupation of Post Office Manager, as it may be more relevant to the occupation of Retail Manager (General).

To be considered as a Post Office Manager, you must be responsible for overall management of the Post Office and its staff, ensuring a profitable, safe and customer-focused operation. You should be responsible for recruiting, training and managing staff, be accountable for aspects of financial transactions, stock control, promotions, procedures and store operations. As part of a wider network, Post Office Managers do not generally manage product mix and pricing for core postal products and services, but may do this for any ancillary goods in their post office.



## Supporting material for assessment

When applying for a Skills Assessment, please ensure you submit sufficient evidence supporting your proof of identity, qualification and employment claims. A full list of the documents required can be found on the VETASSESS website under Eligibility Criteria.

If you are nominating this managerial occupation, you must submit an organisational chart. This chart should include:

- » The company letterhead

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- » Your job position

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- » The job positions of your superiors and subordinates as well as all positions reporting to your immediate supervisor and your direct subordinates.

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The chart should also indicate the department's location within the overall company structure.

If you are unable to obtain an organisational chart from your employer, you must provide a statutory declaration outlining the required information and the reasons why you cannot provide the information.

If you are a self-employed post office manager, you must provide the following:

- a) Evidence of self-employment such as sole trading or business registration details and/or official statements issued by your (registered) accountant and/or legal team. The statement from your accountant or solicitor must include the accountant's or solicitor's letterhead, your full name, how long you have been continuously self-employed (including official dates in each role), the nature of the business conducted, and the signature and contact details of the accountant or solicitor.

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- b) A statutory declaration listing your main duties during self-employment.

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- c) Payment evidence showing regular income from self-employment, such as client invoices together with corresponding bank statements and/or official taxation records.

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- d) Supplementary evidence, such as contracts with clients or suppliers, client testimonials, evidence of projects completed, or other documents that support your application.

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