VETASSESS

Information sheet

Post Office Manager

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

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

Description of Pathways

The information below describes the available pathways for a Skills Assessment under **Group C** . Please note that in order to achieve a successful Skills Assessment Outcome, a suitable assessment for both qualifications and employment is required.

Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Certificate IV level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Certificate IV.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Program or Project Administrator completed a non-relevant AQF Diploma qualification in April 2024 and later completed an AQF Certificate IV in Project Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group C occupation through the AQF Diploma qualification. Accordingly, employment is counted from the completion date of the Diploma qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Certificate IV qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only one year of QP is required, and that employment may be counted from the post-Diploma period rather than from the Certificate IV qualification completion date.

Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher with or without a highly relevant major field of study to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **four** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

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

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:

- 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.
- A statutory declaration listing your main duties during self-employment.
- Payment evidence showing regular income from self-employment, such as client invoices together with corresponding bank statements and/or official taxation records.
- Supplementary evidence, such as contracts with clients or suppliers, client testimonials, evidence of projects completed, or other documents that support your application.