

Domain	POSTAL CORE	Unit ID: 668
Title:	Use basic written and spoken English to communicate in a postal work environment	
Level: 1		Credits: 7

Purpose

This standard specifies the competencies required to use basic written and spoken English to communicate in a postal services work environment. It includes performing routine workplace duties following simple instructions in English, participating in group discussions to achieve appropriate work outcomes, communicating with colleagues and customers in basic workplace English and completing work related forms and producing correspondence in English. This unit is intended for those who work in postal services.

Special notes

1. This unit standard is to be delivered and assessed in the context of postal services and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. Assessment may be conducted at a real workplace or simulated workplace, or an appropriate simulated environment in which postal services are provided.
3. Regulations and legislation relevant to this unit standard include the following:
 - Namibia Labour Act, No 11 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Follow basic work instructions given in written and spoken English.

Performance Criteria

- 1.1 Work instructions in spoken or written English, are received and implemented in line with company policy and procedure.
- 1.2 Effective listening and questioning skills are applied to aid understanding of work instructions in line with company policy and procedure.
- 1.3 Clarification is sought from workplace supervisor if instructions provided in spoken or written English are not understood in line with company policy and procedure.

Element 2: Communicate with colleagues and customers in basic spoken English

Range

Commonly used courtesy expressions may include but are not limited to: *Good Day; How are you?; Can I help you?; This counter please; Sorry, I don't understand; Do you speak English?; Just a moment please; Have a nice day; Goodbye.*

Performance Criteria

- 2.1 Social and cultural conventions of colleagues or customers are recognised and observed to support effective interpersonal communication in line with company policy and procedure.
- 2.2 Introductions to customers and colleagues are made in line with company policy and procedure.
- 2.3 Basic clarifications are sought from customers about their needs and appropriate personal details in line with company policy and procedure.
- 2.4 Appropriate commonly-used courtesy expressions are used to communicate with customers in line with company policy and procedure.
- 2.5 Efforts are made to communicate through use of gestures or basic vocabulary where language barriers exist in line with company policy and procedure.
- 2.6 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with colleagues and customers in line with company policy and procedure.

Element 3: Complete basic work related documents in English

Range:

Forms relating to conditions of employment may include but are not limited to: employment contracts; leave applications; records of hours worked; sickness and accident reports; hazard/risk reports; inventories; cleaning schedules.

Basic related correspondence may include but is not limited to: memos, emails, SMS, messages and letters.

Performance Criteria

- 3.1 Work related forms are completed accurately and legibly in English in line with company policy and procedure.
- 3.2 Basic work related correspondence is drafted in English, proof read, finalised and forwarded to the appropriate person in line with company policy and procedure.

Registration Data

Subfield:	Postal Services
Date first registered:	
Date this version registered:	
Anticipated review:	2013
Body responsible for review:	Namibia Training Authority