

Unit ID: 670

Domain

POSTAL CORE

Title: Organise and optimise routine work tasks  
in a postal services environment

Level: 1

Credits: 5

### Purpose

This unit standard specifies the competencies required to organise and optimise routine work tasks in a postal services environment. This includes planning and completing work tasks; optimising work; and monitoring and reporting maintenance requirements in a postal services work environment. This unit standard is intended for those who work in postal services.

### Special Notes

1. Entry information:  
Prerequisite:
  - Unit 667 *Follow basic workplace health, safety and security procedures in a postal work environment* or demonstrated equivalent knowledge and skills.
2. 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.
3. Assessment may be conducted at a real workplace or simulated workplace, or an appropriate simulated environment in which postal services are provided.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.
5. Glossary of terms:
  - 'Optimise work' means to perform tasks in the best or most effective manner
  - 'Workflow' refers to the smooth sequence (order) of actions when performing work tasks
  - A 'resource' is an expedient, a stock or supply which can be drawn upon, such as: stationery and office supplies, water, electricity, labour, fuel, materials and equipment commonly used in postal operations.
6. 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
  - National Road Traffic Act 22 of 1999; Chapter 6 part 4 (Hazardous goods)
  - 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 who 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](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Plan and complete work tasks**

#### **Range**

Documentation may include but is not limited to: work or job instructions; job cards; time sheets; work records; attendance sheets; stock lists; repair or refurbishment schedules.

#### **Performance Criteria**

- 1.1 Task requirements are identified from written or verbal work instructions in line with company policy and procedure.
- 1.2 Task requirements are confirmed with supervisor, as required, in line with company policy and procedure.
- 1.3 Key steps required to complete task are identified in line with company policy and procedure.
- 1.4 Work activity is completed safely in line with required timeframe and company requirements.
- 1.5 All necessary documentation related to job planning and progress is completed and recorded in line with company policy and procedure.

### **Element 2: Optimise work in a postal work environment**

#### **Range**

Resources may include but are not limited to: stationery and office supplies; water; electricity; labour; fuel; materials and equipment commonly used in postal services.

Equipment and appliances which operate with power may include but are not limited to: computers and peripherals; electronic communication machinery; electrical mail sorting equipment; air conditioners; heaters and lights.

Sources of resource wastage may include but are not limited to: inefficient work practices; inefficient operation of equipment; inadequate training; inadequate maintenance.

## **Performance Criteria**

- 2.1 Work practices which promote conservation, reuse and recycling of resources are identified and applied in line with company policy and procedure.
- 2.2 Efficient use of equipment and appliances which operate with power are maintained in line with personal scope of responsibility and company policy and procedure.
- 2.3 Wastage of resources is identified, minimised and reported to appropriate personnel in line with personal scope of responsibility and company policy and procedure.
- 2.4 Work is performed in a manner that maintains efficient and effective workflow in line with company policy and procedure.
- 2.5 Any maintenance requirements noticed in the course of work are reported promptly in line with company policy and procedure.
- 2.6 Suggestions for improving the efficiency of resource use, the way in which work is performed and work flow in own work area are made to appropriate personnel in line with company policy and procedure.

## **Registration Data**

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|--------------------------------------|----------------------------|
| <b>Subfield:</b>                     | Postal Services            |
| <b>Date first registered:</b>        |                            |
| <b>Date this version registered:</b> |                            |
| <b>Anticipated review:</b>           | 2013                       |
| <b>Body responsible for review:</b>  | Namibia Training Authority |