

Unit ID: 673

Domain

POSTAL CORE

Title:

Work in a team in a postal services work environment

Level: 1

Credits: 4

Purpose

This unit standard specifies the competencies required to work in a team in a postal services work environment. It includes developing effective team relationships, participating in team assignments and contributing to team development. This unit standard is intended for those who work in the 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. Assessment may be conducted at a workplace, or simulated real workplace or an appropriate simulated environment in which postal service operations are carried out.
3. Work involves basic routine work operations carried out in collaboration with others, either occurring by day or night and conducted in a variety of work contexts.
4. Work colleagues may include but are not limited to: English-speaking persons; multilingual staff; persons with limited ability to communicate in English; persons from a range of cultural backgrounds; and persons with disabilities.
5. Personnel in work area may include but are not limited to: managers; supervisors/team leaders; workplace staff; visitors; contractors and official representatives.
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 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: Develop effective team relationships

Range

Appropriate persons may include but are not limited to: supervisors, managers, colleagues and human resource personnel.

Performance Criteria

- 1.1 Relationships with team members are developed and maintained to promote a productive work environment in line with company policy and procedure.
- 1.2 Responsibilities and assignments are undertaken in a positive manner to promote effective relationships within the work team in line with company policy and procedure.
- 1.3 Communication with others is conducted in a courteous manner which reflects sensitivity to individual social and cultural differences in line with company policy and procedure.
- 1.4 Issues that may lead to, or involve conflict are recognised, discussed with team members, resolved within scope of personal responsibility or referred to appropriate persons.

Element 2: Participate in team assignments

Performance Criteria

- 2.1 Individual responsibilities within the work team are identified and met in line with company policy and procedure.
- 2.2 Team members are assisted to ensure efficient and safe completion of work tasks in line with company policy and procedure.
- 2.3 Relevant information is communicated with team members to aid completion of work tasks in line with company policy and procedure.
- 2.4 Appropriate assistance is provided to or sought from colleagues as required to achieve work tasks within designated timeframes in line with company policy and procedure.

Element 3: Contribute to team development

Performance Criteria

- 3.1 Encouragement and support is given to other team members to identify and organise professional development opportunities in line with company policy and procedure.
- 3.2 Feedback on individual and team performance is regularly sought from colleagues and supervisors in line with company policy and procedure.
- 3.3 Personal work standards are maintained in a manner that supports the work team and company policy and procedure.
- 3.4 Positive contributions are made to the planning process to improve work practices 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