

**Unit ID: 674**

**Domain HOUSEKEEPING OPERATIONS**

**Title: Conduct housekeeping activities in a postal services work environment**

**Level: 1**

**Credits: 10**

### **Purpose**

This unit standard specifies the competencies required to carry out general housekeeping activities in different postal services work environments. It includes preparing for cleaning and minimising possible hazards; selecting and setting up cleaning agents, equipment and materials; monitoring and maintaining cleanliness and tidiness in offices, toilets and public areas; and cleaning, maintaining and storing office equipment. 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 company or simulated company, or an appropriate simulated environment in which postal services are provided.
4. Cleaning may be conducted in a range of work environments and at day or night.
5. Cleaning equipment may include but is not limited to: mops, brushes and brooms, buckets, dusters, pans, dustbins, and electrically operated equipment such as scrubbers, polishers and vacuum cleaners.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.
7. 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](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1 Identify the housekeeping requirements, procedures and resources of different areas of the workplace**

#### **Range**

Housekeeping activities include but are not limited to: cleaning; returning goods or equipment to storage; repacking; waste removal; maintenance.

Areas may include but are not limited to: offices; customer areas; parking area; garden area; vehicle storage area.

#### **Performance criteria**

- 1.1 Workplace housekeeping requirements are identified in line with company policy and procedure.
- 1.2 Equipment and consumables are selected in accordance with work area requirements and company policy and procedure.
- 1.3 Specific requirements for housekeeping activities in different parts of employee work area are identified and followed in line with company policy and procedure.

### **Element 2. Monitor and maintain cleanliness and tidiness in the workplace**

#### **Performance criteria**

- 2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by staff in line with company policy and procedure.
- 2.2 Work schedule and initiative is followed to ensure maintenance of cleanliness and tidiness in line with company policy and procedure.
- 2.3 Housekeeping requirements and issues are raised with designated personnel in line with company policy and procedure.
- 2.4 Housekeeping equipment and supplies are maintained and stored in line with company policy and procedure.

### **Element 3. Complete assigned housekeeping duties and monitor maintenance requirements**

#### **Range**

Maintenance requirements may include but are not limited to: fused bulbs; faulty fixtures and fittings; malfunctioning alarms; damaged security screens and fixtures; dripping water taps; leaking pipes; faulty equipment; building defects; broken furniture; faulty doors and windows.

Maintenance reporting procedures include but are not limited to: verbal and written maintenance reports and forms.

### **Performance criteria**

- 3.1 Schedules and records for housekeeping duties are followed and maintained in line with company policy and procedure.
- 3.2 Waste is removed in line with company policy and procedure.
- 3.3 Assigned housekeeping duties are conducted in line with company policy and procedure.
- 3.4 Condition of work areas is checked against workplace standards in line with company policy and procedure.
- 3.5 Maintenance requirements of any damaged items are reported promptly in line with individual responsibility and company policy and procedure.

### **Registration Data**

<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