

Unit ID: 675

Domain

HOUSEKEEPING OPERATIONS

Title:

Clean vehicles that are used in postal services operations

Level: 1

Credits: 4

Purpose

This unit standard specifies the competencies required to clean vehicles that are used in postal services operations. It includes preparing for cleaning vehicle; cleaning and checking vehicle; and performing post vehicle cleaning operations and monitoring vehicle cleaning requirements. 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. Assessment may be conducted at a real company or simulated company, or an appropriate simulated environment in which postal services are provided.

3. Cleaning may be conducted in a range of work environments by day or night.

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. '*Specification*' refers to any, or all of the following: manufacturer's specifications and recommendations, company specific requirements.

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
- 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: Prepare for cleaning vehicles

Range

Following cleaning schedule includes but is not limited to: identifying and clarifying problems with supervisor and updating cleaning schedule to reflect adjusted work situation.

Vehicles for cleaning may include but are not limited to: delivery vehicles; armoured vehicles; corporate vehicles, trucks, vans, bicycles and scooters.

Hazards, pre-existing damage and potential inconvenience to customers may include but are not limited to: chemicals; dangerous or hazardous substances; movement of equipment and vehicles, goods and materials; spillages; breakages; fumes; concentrated cleaning chemicals; sharp objects; broken glass.

Warning and safety signs include but are not limited to: hazard identification; facility or location signs; site safety, directional, warning signs and symbols.

Performance Criteria

- 1.1 Cleaning schedule is checked and followed to determine priorities and time allocation for vehicle cleaning tasks in line with company policy and procedure.
- 1.2 Vehicles for cleaning are identified in line with company policy and procedure.
- 1.3 Access to cleaning materials, chemicals, consumables and personal protective equipment for cleaning task is identified and achieved in line with company policy and procedure.
- 1.4 Work site is assessed to identify potential hazards, pre-existing damage and potential inconvenience to colleagues and customers, caused by cleaning tasks in line with company policy and procedure.
- 1.5 Any pre-existing damage to vehicle is reported to the appropriate person(s) in line with company policy and procedure.
- 1.6 Risks and any ongoing hazards in the work site are reported to appropriate staff in line with legislative, occupational health and safety and company policy and procedure.
- 1.7 Work area is barricaded or warning signs placed as appropriate, to reduce risk to colleagues and others in line with company policy and procedure.

Element 2: Clean and check vehicle

Range

Others may include but are not limited to: company personnel; site visitors; contractors and official representatives.

Waste includes but is not limited to: general refuse items; cigarette butts; paper; bottles and cans; plastic; metal.

Surfaces, fixtures, fittings and appliances include but are not limited to: door handles; side strips; dashboard; wheel caps.

Unexpected situations may include but are not limited to: damaged fittings; errors in dilution of chemicals or faulty equipment.

Vehicle cleaning materials may include but are not limited to: bucket; cloth; brush; scoop; vacuum cleaner; squeegee; newspaper.

Vehicle cleaning detergent may include but are not limited to: general and spot cleaning agents; detergent for window and glass cleaning; disinfectants; deodorizers; vehicle surface polishes.

Performance Criteria

- 2.1 Protective clothing is used in line with company policy and procedure.
- 2.2 Cleaning task is broken down into manageable steps, considering the cleaning method required to ensure least human effort, effective work flow and quality cleaning in line with company policy and procedure.
- 2.3 Inconvenience to others while cleaning vehicle is minimised and colleagues and customers are interacted with in a polite and helpful manner while cleaning in line with company policy and procedure.
- 2.4 Ashtrays are emptied, cleaned and replaced ready for re-use in line with company policy and procedure.
- 2.5 Waste in vehicle is disposed of in a safe and hygienic manner in line with company policy and procedure.
- 2.6 Vehicle cleaning materials and detergent are selected and used correctly and safely in line with manufacturer's instructions and company policy and procedure.
- 2.7 Vehicle is cleaned in line with company practices, safe work procedures and vehicle manufacturer's instructions.
- 2.8 Vehicle interior and accessories are cleaned and kept free from dust, dirt, chemical residue and removable stains within allocated timeframe and in line with company policy and procedure.
- 2.9 Any personal property found in vehicle is reported in line with company policy and procedure.
- 2.10 Any unexpected situations are responded to in line with personal responsibility and company policy and procedure.
- 2.11 Cleanliness and general condition of vehicle is checked for compliance with company standards.

Element 3 Perform post vehicle cleaning operations

Performance criteria

- 3.1 Cleaning agents and materials are assembled, assessed for disposal, recycling or reuse and appropriately stored in line with company policy and procedure.
- 3.2 Cleaning equipment is assembled, cleaned and appropriately stored in line with company policy and procedure.
- 3.3 Damage to vehicle and accessories, and vehicle maintenance requirements noted during vehicle cleaning are reported to appropriate personnel in line with company policy and procedure.
- 3.4 Cleaning schedule is updated and any required vehicle cleaning information or documentation completed in line with company policy and procedure.

Element 4 Monitor vehicle cleaning requirements

Performance criteria

- 4.1 Vehicle cleaning schedule is monitored to ensure that vehicles are available for cleaning in line with company policy and procedure.
- 4.2 Routine vehicle checks are conducted to continuously monitor the cleanliness and tidiness of vehicles used by employees in line with company policy and procedure.

Registration Data

Subfield:	Postal Services
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Date this version registered:	
Anticipated review:	2013
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